

JOB DESCRIPTION

JOB TITLE: Administrator

RESPONSIBLE TO: Administration Lead

ACCOUNTABLE TO: Clinical Operations Manager

JOB SUMMARY: Administrator

Working in partnership with Lincolnshire CCG operating across multiple sites within the county, the MSK and Spinal service delivers assessment, diagnosis and treatment for NHS patients with a wide range of musculoskeletal problems. The service is based upon a flexible, mobile clinical team delivering services closer to patient's homes and their work.

The Administrator role is based at the MSK and Spinal central office in North Hykeham and is responsible for providing central administrative support for the service.

The hours of work will be 37.5 hours per week between 0800hrs – 1700hrs, Monday to Friday. As Administration Assistant you will be the first contact for our customers and a good telephone manner coupled with a customer orientated approach is essential for this role.

Administrative Assistant Role Responsibilities

- Ensure data confidentiality is maintained at all times
- Contacting patients within scheduled times to book their appointments
- Ensure all relevant information regarding their appointment is sent to patients
- Update patient administration electronic records to reflect patient contact
- Answering the telephones and dealing with patient or customer queries
- Monitoring and clearing administration task lists to ensure the service meets its performance targets
- Answering email queries from external customers or colleagues
- Directing of discharges to the appropriate service
- Contribute to the team objective of meeting all Key Performance Indicators (KPIs)
- Maintaining the Health and Safety and cleanliness standards in the office
- Preparation and transporting outgoing post daily (on site at Business Park).
- Maintain compliance with mandatory training
- Any other administrative support tasks as required.

Person Specification –Administrator		
CRITERIA	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> GCSE English Grade C or above GCSE Maths Grade C or above 	<ul style="list-style-type: none"> NVQ in Customer Service
Experience	<ul style="list-style-type: none"> Experience of working with the general public Administrative work experience 	<ul style="list-style-type: none"> Previous experience of working within a clinical setting or NHS service
Skills and Knowledge	<ul style="list-style-type: none"> Excellent administration skills Sound knowledge and understanding of IT and software packages (Word/Excell) Excellent Communication skills (Written and Phone) Ability to remain calm in difficult/stressful situations and under pressure. Ability to understand and follow instructions. Good team player Ability to prioritise and work on own initiative Ability to record information accurately. Flexible approach to working hours Fit & healthy (some manual work & lifting) People person (patient contact via phone or in person) A willingness to learn new skills and undertake training 	<ul style="list-style-type: none"> Excellent computer skills Previous experience in Healthcare Industry Previous Role in Customer Service Good geographical knowledge of Lincolnshire Understanding of manual handling Understanding of health & safety in the workplace Understanding of data protection
Other Factors	<ul style="list-style-type: none"> Flexible around day length Smart in appearance with good personal hygiene standards. Punctual and reliable. Polite and courteous. Understand and maintain confidentiality. Fit to undertake the role. Ability to complete tasks to a specified standard. Ability to be flexible in approach to work. Demonstrate empathy and sensitivity. 	