

JOB DESCRIPTION

TITLE OF POST:	Departmental Administrator-IT
SALARY BAND:	4
LOCATION:	Any Imperial Pathology Site Imperial College Healthcare NHS Trust is a multi site facility and staff may be required to work at a site other than their main base location
RESPONSIBLE TO:	Business Services Operations Manager
PROFESSIONALLY ACCOUNTABLE TO:	Operational Manager Pathology Business Services
HOURS PER WEEK:	37.5 hours per week The Job holder is required to work out of hours including on-call, unsocial hours and contractual overtime where specified. Specific rota details are held locally within departments.

Aim of the Role

To be an efficient and flexible member of the Pathology Business Services Unit Team providing a quality service to Imperial College Healthcare NHS Trust. To provide administrative and secretarial support to the IT team and business services division

Key working relationships

Good communication skills are essential, as the post holder is required to communicate effectively with Biomedical Scientists, Clinical Scientists, Clinicians and other healthcare providers in and out of the Trust; other Trust Directorates including Estates, IT, Human Resource, Payroll, Occupational Health. Active participation in local laboratory meetings is expected.

Additional relationships appropriate to the role may be required.

Key result areas

1. Provides PA support to the IT operations and Development Managers
2. Provides secretarial support to the IT team
3. The post holder will take minutes for key meetings
4. The post holder will support routine data input.
5. Assist in the implementation of Trust, Directorate and Departmental Targets.
6. General Administration.

Main Tasks and Responsibilities

1. Communication and Relationship Skills

- 1.1. To demonstrate politeness, courtesy and sensitivity in dealing with patients/clients, visitors/relatives and colleagues, maintaining good customer relations.

- 1.2. Contribute towards sharing good practice within the department and Trust wide.
- 1.3. To work cohesively with all members of the department team in ensuring that the very best services are provided at all times.
- 1.4. Participates in departmental meetings and contributes to effective communication within the department.
- 1.5. Communicates any difficulties, problems, accidents or incidents affecting the department to a section leader/manager promptly.
- 1.6. Deal with internal and external enquires to the department, including providing results where appropriate.
- 1.7. Deal with complaints and queries from GPs, commissioners and internal users of the service.
- 1.8. Present changes in working practice or Trust procedures to staff in conjunction with Business Services Administration Manager.
- 1.9. Act as deputy to Business Services Operations Manager as required.
- 1.10. Liaise with Medical Staff, Healthcare Scientists (Biomedical Scientists & Clinical Scientists), Medical Laboratory Assistants.
- 1.11. Provide and receive complex, sensitive information; persuasive, motivational, negotiating and persuasive skills required.
- 1.12. Communicating complex, sensitive information with a range of staff internally and externally across the organisation. Liaising with external organisations.

2. Responsibility - Office Duties

- 2.1. Takes part in duties without supervision at a level of autonomy requiring decision making but can refer to more senior for support.
- 2.2. Organise own work tasks or activities.
- 2.3. Ensure all work is completed timely and to satisfactory standards and will seek advice from senior staff when required.
- 2.4. Ensure that safe working practises are maintained according to standard operating procedures.
- 2.5. Ensure that documentation is maintained to the Trust standard (including electronic records).

- 2.6. To demonstrate awareness and compliance with Trust policies, procedures, guidelines and standards. To work towards promoting this to others.
- 2.7. Identify and report risks so that appropriate action can be taken in accordance with the Trust Risk Management policy.

3. Responsibility - Policy and Service

- 3.1 To be involved actively in the implementation of Trust policies and procedures at department level, reinforcing their use.
- 3.2 Develop, initiate and put into practice efficient office practices and policies.
- 3.3 Develop and implement quality control systems within the office.
- 3.4 Participate in the Departmental staff meetings.
- 3.5 To manage specific projects, which affect clerical staff in Pathology, including the redesign of efficient clerical support across Pathology.
- 3.6 Establish processes for successful implementation and subsequent evaluation of Pathology objectives that will be delegated by the Pathology Programme Director and Operational Manager Pathology Business Service .
- 3.7 To be involved in ensuring that the department's Health and Safety and Risk Assessments are completed.

4. Responsibility - Financial and Stock

- 4.1 To manage the stationery and office supplies budgets and manage, coordinate and monitor expenditure, making recommendations for cost reduction and investment where necessary.
- 4.2 Responsible for the maintenance of equipment within the department/office.
- 4.3 To assist the Business Services Operations Manager in the financial management of staff accountable to the Business Services Operations Manager, making recommendations for cost reduction and investment where necessary.
- 4.4 To assist the Business Services Operations Manager in the business planning and budget setting process, identifying cost pressures and developments where appropriate.
- 4.5 To manage the maintenance of stock and non-stock ordering systems for the department, ensuring cost effective procurement of equipment notifying Business Services Operations Manager of any problems.

5. Responsibility Staff/ HR/ Leadership, & Training

- 5.1 To manage the Departmental Administrative team in the absence of the Pathology Services Administration Manager and deputise for them as required including recruitment, retention and discipline issues.

- 5.2 To assist the Business Services Administration Manager manage the administration team, including timekeeping, sickness absence and annual leave
- 5.3 To assist in ensuring that Business Services Administrative team are provided with appropriate support and training to undertake their existing job satisfactorily and that they are developed whenever possible.
- 5.4 To ensure that all new members of the Business Services Administrative staff are thoroughly inducted in to the workplace in line with Trust policies.
- 5.5 Ensuring that all one to one meetings and appraisals are conducted with staff and objectives are established through the Knowledge and Skills Framework to enhance team and individual performance.
- 5.6 To participate in reviewing and allocating staff responsibilities and duties to ensure that service demands are met and developed.
- 5.7 Ensure that annual leave and study leave are scheduled, ensuring the availability of cover at all times for all administration staff in BSU, and the call centre . Business Services Operations Manager is aware of staffing levels and problems as they arise.
- 5.8 Be familiar with all core trust policies such as sickness reporting, annual leave requesting, health and safety.
- 5.9 Be familiar with the Health and Safety policies of the Trust and the department and ensure that they are followed to maintain a safe working environment for all employees and visitors.
- 5.10 Participate in maintaining, updating and developing personal and knowledge and skills by participating in the Trust's 1:1 process and PDP development.
- 5.11 Participate fully as a team member, sharing knowledge and information and supporting colleagues, including support staff to promote a cohesive department team and the achievement of team objectives.
- 5.12 Help identify training needs, and prepare training needs analysis.
- 5.13 Assist in the Delivery of training & induction as required.
- 5.14 Manage and participate in delivery of training in A&C functions for new staff or agency cover staff.

6 Responsibility - Information resources

- 6.1 Undertake relevant training for electronic information systems in place & under development including. Cedar, LIMS, e-HR, OLM
- 6.2 To have an active e-mail account

5 Responsibility - Research and development

5.1 Participate in the collection of audit and research data as required.

6 Freedom to Act

6.1 Required to act independently within appropriate guidelines and refer to their manager or senior member of staff when necessary.

7 Skill/Task based Functions

7.1 Keyboard Skill Related Functions

7.2 Data entry of patient details and encoded requests on LIM and hospital PAS systems.

7.3 Take, transcribe formal minutes of meetings.

7.4 Use of Microsoft office suite, including Word, Excel, PowerPoint and Access.

7.5 Preparation and update of SOP's for administration and Office functions.

7.6 Typing and Preparation of reports, letters and confidential material

8 Administrative, Secretarial and Clerical Functions

8.1 Retrieval of pathology reports and materials as required.

8.2 Control and maintenance of office supplies.

8.3 Filing general correspondence

8.4 Use of manual and electronic filing systems

8.5 Data retrieval from LIM system and Microsoft Office products.

8.6 Arrange meetings and booking of venues

8.7 Manage diaries for senior staff as required

9 Other Duties

9.1 Provide Clerical support for the IT team and managers including diary management.

9.2 To support the maintenance of various databases

- 9.3 To be the point of contact for queries related to informatics.
- 9.4 To undertake any other duties commensurate with the grade as requested.

Scope and Purpose of Job Description

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The Trust is a fast moving organisation and therefore changes in employees' duties may be necessary from time to time. The job description is not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the postholder.

ADDITIONAL INFORMATION

Confidentiality

The post-holder must maintain confidentiality of information about staff, patients and health service business and be aware of the Data Protection Act (1984) and Access to Health Records Act (1990).

Health and safety

The post holder must co-operate with management in discharging its responsibilities under the Health and Safety at Work Act 1974 and take reasonable health and safety of themselves and others and to ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors.

Risk Management

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigation undertaken.

Conflict of Interests

You may not without the consent of the Trust engage in any outside employment and in accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment position in the Trust.

In addition the NHS Code of Conduct and Standards of Business Conduct for NHS Staff require you to declare all situations where you or a close relative or associate has a controlling interest in a business (such as a private company, public organisation, other NHS or voluntary organisation) or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently, whenever such interests are gained. You should not engage in such interests without the written consent of the Trust, which will not be unreasonably withheld. It is your responsibility to ensure that you are not placed in a position, which may give rise to a conflict of interests between any work that you undertake in relation to private patients and your NHS duties.

Code of Conduct

All staff are required to work in accordance with the code of conduct for their professional group (e.g. Nursing and Midwifery Council, Health Professions Council, General Medical Council, NHS Code of Conduct for Senior Managers).

Infection control

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection and the wearing of uniforms.

Clinical staff – on entering and leaving clinical areas and between contacts with patients all staff should ensure that they apply alcohol gel to their hands and also wash their hands

frequently with soap and water. In addition, staff should ensure the appropriate use of personal protective clothing and the appropriate administration of antibiotic therapy. Staff are required to communicate any infection risks to the infection control team and, upon receipt of their advice, report hospital-acquired infections in line with the Trust's Incident Reporting Policy.

Non clinical staff and sub-contracted staff – on entering and leaving clinical areas and between contacts with patients all staff should ensure they apply alcohol gel to their hands and be guided by clinical staff as to further preventative measures required. It is also essential for staff to wash their hands frequently with soap and water.

Staff have a responsibility to encourage adherence with policy amongst colleagues, visitors and patients and should challenge those who do not comply. You are also required to keep up to date with the latest infection control guidance via the documents library section on the intranet.

Clinical Governance and Risk management

The Trust believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of the Trust you are expected to take a proactive role in supporting the Trust's clinical governance agenda by:

- Talking part in activities for improving quality such as clinical audit
- Identifying and managing risks through incident and near miss reporting and undertaking risk assessments
- Following Trust policies, guidelines and procedures
- Maintaining your continue professional development

All Clinical staff making entries into patient health records are required to follow the Trust standards of record keeping

Information Quality Assurance

As an employee of the Trust it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with Trust requirements and instructions.

Freedom of Information

The postholder should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and is responsible for helping to ensure that the Trust complies with the Act when handling or dealing with any information relating to Trust activity.

Management of a Violent Crime

The Trust has adopted a security policy in order

- to help protect patients, visitors and staff
- to safeguard their property

All employees have a responsibility to ensure that those persons using the Trust and its services are as secure as possible.

Equal Opportunities

The Trust aims to promote equal opportunities. A copy of our Equality Scheme is available from the Human Resources department.

Members of staff must ensure that they treat other members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

No Smoking

The Trust operates a non-smoking policy.

Medical Examinations

All appointments within the National Health Service are subject to pre-employment health screening.

Professional Association/Trade Union Membership

It is the policy of the Trust to support the system of collective bargaining and as an employee in the Health Service, you are therefore encouraged to join a professional organisation or trade union. You have the right to belong to a trade union and to take part in its activities at any appropriate time and to seek and hold office in it. Appropriate time means a time outside working hours.

IMPERIAL COLLEGE HEALTHCARE NHS TRUST

PERSON SPECIFICATION

POST: Departmental Administrator-IT
DEPARTMENT: Central Pathology
LINE MANAGER: Business Services Administrator Manager

ATTRIBUTE/ SKILLS	ESSENTIAL	DESIRABLE*	MEASUREMENT
EDUCATION	<ul style="list-style-type: none"> • A' Levels or equivalent • AMSPAR or equivalent • ECDL or equivalent experience 	<ul style="list-style-type: none"> • Educated to degree level / Management qualification 	<ul style="list-style-type: none"> • CV/Application form • Original/certificates/diplomas
SKILLS/ ABILITIES	<ul style="list-style-type: none"> • Ability to prioritise workload • Ability to motivate others • Ability to plan ahead and manage large amounts of information • Effective leadership skills • Sound judgement, initiative and organisational ability • Proficient working knowledge of Microsoft Office Programs • Audio and copy typing (60wpm) • Ability to understand own work remit and decision making • Ability to work on own and as part of a team • Ability to work under pressure and to tight deadlines • Calm disposition • Punctual • Good organisational skills • Good oral and written communication skills 	<ul style="list-style-type: none"> • Ability to lead a team 	<ul style="list-style-type: none"> • Application forms/interview/assessments

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	<ul style="list-style-type: none"> • Good customer care skills • Able to prioritise work and meet deadlines for others and self. • Good telephone manner • Audio typing • Minute taking skills • Accuracy and attention to detail • Receptive and adaptive to change • Knowledge of a range of software packages including Microsoft Office. 		
EXPERIENCE	<ul style="list-style-type: none"> • PA support at a senior level • Experience of dealing with conflict and difficult situations • Knowledge and understanding of complex diary management • Experience in customer services environment • Reliable work record • Experience of working in a healthcare environment • Experience of filing systems and general clerical duties • Audio typing • Minute taking skills • Data retrieval from LIMs system 	<ul style="list-style-type: none"> • Experience of working within an NHS or Healthcare setting • Knowledge of current NHS issues • Previous experience of budget management • Experience of involvement in change management or service redesign 	<ul style="list-style-type: none"> • Application form/interview/references
COMMUNICATION SKILLS	<ul style="list-style-type: none"> • Excellent communication skills both oral and written • Deal with complex and or sensitive information 	<ul style="list-style-type: none"> • Presentation skills 	<ul style="list-style-type: none"> • Application form/interview/ • Assessments
PHYSICAL QUALITIES	<ul style="list-style-type: none"> • Sufficient to fulfil the duties of the post with any aids and adaptations 		