

## Job description

<b>Post</b>	Pre-Op Admin Support
<b>Band</b>	Band 2
<b>Department</b>	Pre-Assessment
<b>Responsible to</b>	Sister
<b>Professionally Accountable to</b>	Matron
<b>Date written</b>	09/04/2024
<b>Written by</b>	Klaudia McGoldrick/ Karen Horner

## Job summary

The post holder will provide a smooth-running clerical and administrative service to the Pre-Assessment department. Assist and support the team to ensure the delivery of a high-quality service. This will require the use of good clerical, communication and interpersonal skills.

## Key working relationships

Pre-Assessment team  
Surgical Ward Clerks  
POA Booking Team

## Organisational structure



## Main duties and responsibilities

- To be able to work unsupervised using own initiative, managing, and prioritising own workload
- Understand and follow the administrative input required to support the patient flow from the time the patient is allocated a pre-assessment appointment.



Compassion



Accountability



Respect



Integrity



Courage

- Answer telephone calls from patients and families and other external organisations in an efficient manner and document and escalate any messages in a timely manner.
- Escalate patient queries, capacity problems and general issues to the role's line manager or relevant clinical staff as appropriate.
- Deal with routine information/enquiries in a professional manner, using tact and diplomacy where there are barriers to understanding.
- To be professional and always maintain confidentiality and discretion and always comply with the terms of the Data Protection Act 2018 and local Trust policies.
- To provide full and efficient administrative support to the staff team including distributing incoming/outgoing mail, scanning, and photocopying as required.
- Managing incoming and outgoing emails.
- Organising and maintaining filing systems.
- Ensure all patient demographics and contact details are kept up to date on CareFlow EPR.
- Liaise with clinical and non-clinical teams across the Trust.
- When required, schedule patient appointments, coordinating with clinicians and other healthcare professionals.
- Participate in team meetings and contribute to the development of new department administrative procedures.
- Printing and taking paperwork to designated area ready for pre-op clinic.

Other duties:

1. Personally keep up to date with all mandatory training
2. To operate office and computing equipment, keep it in good order and report faults to appropriate person.
3. To carry out specific clerical and administrative duties as requested by clinical staff and line managers.

### Statutory and miscellaneous

- Take responsibility to ensure that Professional Registration is up to date at all times and does not lapse or expire and to inform line management immediately with any concerns or if registration lapses or expires. (all registered staff)
- This post involves access to patients and their data including children and/or vulnerable adults as defined by the Disclosure and Barring Service (DBS). It will therefore be necessary to apply for and be in receipt of a satisfactory **standard DBS check** of the post holder. **(this statement relates to patient facing but non clinical role)**
- The Trust requires all roles requiring DBS check, to have a satisfactory DBS recheck every three years
- The Trust requires require all new starters to subscribe to the DBS update service where it is a requirement of the role.
- Be responsible for maintaining own vaccinations/Hepatitis B immunity.
- Safeguard patient confidentiality at all times including adherence to the Data Protection Act.
- Attend the Trust statutory refresher courses as necessary

- This post is subject to the terms and conditions of employment of Kettering General Hospital NHS Foundation Trust.
- Be aware of the responsibility of all employees to maintain a safe and healthy environment for patients, visitors and staff.
- Ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work and the Trust Equality, Diversity and Inclusion Strategy.
- Have a commitment to identifying and minimising risk, report all incidents and report to manager any risks which need to be assessed.
- Any other duties commensurate with the grade and in line with the requirement of the post.
- This job description reflects the present requirements of the post and it does not form part of the contract of employment. If the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the postholder. Appropriate notice of such changes will be given.

### **Confidentiality, Data protection and data quality**

General Data Protection Regulation (GDPR) safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by the Trust to:

- uphold its principles; and
- adhere to Trust policies and to maintain strict confidentiality at all times

It is a requirement of employment with the Trust that you must comply with the obligation of confidentiality in line with our Staff Privacy Fair Processing Notice, Patient Privacy Notice and Information Governance policies and procedures.

All staff have a responsibility to ensure that personal data is accurate, held securely and consent is gained (where appropriate).

### **Safeguarding Children & Adults at Risk**

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

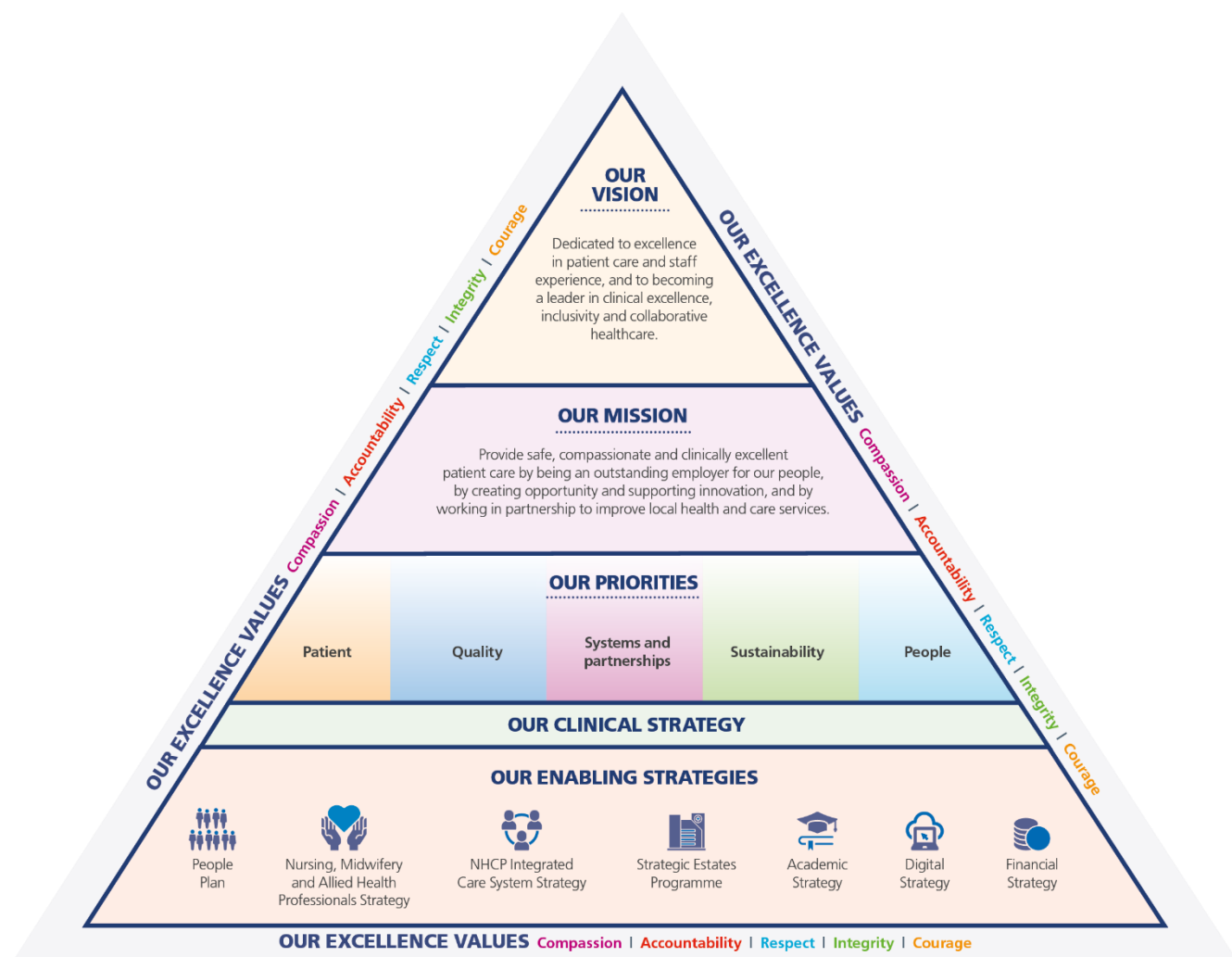
### **Our Vision and Values**

Kettering General NHS Foundation Trust and Northampton General Hospital NHS Trust are both part of the University Hospitals of Northamptonshire NHS Group. Both hospitals are separate hospitals/employers with hospital board and leadership. We share a group executive team leading on a shared vision, mission, priorities, strategies and Dedicated to Excellence Values.

Please visit the following websites for more information about working for us:

- [Kettering General Hospital NHS Foundation Trust](#)
- [Best of Both Worlds Northamptonshire](#)

- [University Hospitals Northamptonshire NHS Group](#)



## Our Excellence Values



Compassion



Accountability



Respect



Integrity



Courage

We care about our patients and each other. We consistently show kindness and empathy and take the time to imagine ourselves in other people's shoes.

We take responsibility for our decisions, our actions and our behaviours. We do what we say we will do, when we say we will do it. We acknowledge our mistakes and we learn from them.

We value each other, embrace diversity and make sure everyone feels included. We take the time to listen to, appreciate and understand the thoughts, beliefs and feelings of others.

We are consistently open, honest and trustworthy. We can be relied upon, we stand by our values and we always strive to do the right thing.

We dare to take on difficult challenges and try out new things. We find the strength to speak up when it matters and we see potential failure as an opportunity to learn and improve.

Shortlisting Criteria	Essential	Desirable
<b>Education, Training &amp; Qualifications</b>		
Educated to GCSE level or equivalent in English and Maths	x	
Good standard of written and spoken English	x	
Effective numerical skills	x	
<b>Knowledge &amp; Experience</b>		
Previous experience of administrative roles in OPD area	x	
Experience of managing and prioritising own workload and working to deadlines	x	
Understanding of the requirements regarding patient confidentiality	x	
In-depth knowledge of NHS PAS or similar administration digital systems		x
<b>Skills</b>		
Good working knowledge of IT applications (Word, Excel, e-mail)	x	
Excellent customer service skills	x	
Ability to use own initiative	x	
Demonstrate effective team work skills	x	
Ability to deal with queries both face to face and on the telephone	x	
Ability to deal with and manage conflict		x
<b>Key Competencies/ Personal Qualities &amp; Attributes</b>		
Strong interpersonal and diplomacy skills	x	
An ability to support service development and improvement	x	
Ability to prioritise workload	x	
Ability to work on own initiative/ as part of a team	x	