



Hampshire Hospitals  
NHS Foundation Trust

# Application & Recruitment Pack



**LIFE CHANGING  
CHANGING LIVES**

[hampshirehospitalscareers.co.uk](http://hampshirehospitalscareers.co.uk)

# *Welcome from Chief Executive Officer*

Alex Whitfield



Dear Candidate,

Thank you for your interest in this post and for taking time to read this information pack. We hope this exciting and rewarding role catches your imagination and you are encouraged to apply and contribute to providing outstanding care for the people of Hampshire.

Our vision is to provide outstanding care for every patient. Patient care is at the heart of what we do at our three sites Basingstoke and North Hampshire Hospital, Royal Hampshire County Hospital in Winchester and Andover War Memorial Hospital. Hampshire Hospitals NHS Foundation Trust provides medical and surgical services to a population of approximately 600,000 across Hampshire and parts of West Berkshire.

We provide specialist services to people across the UK and internationally. We are one of only two centres in the UK treating pseudomyxoma peritonei (a rare form of abdominal cancer) and we are leaders in the field of tertiary liver cancer and colorectal cancer.

The trust employs over 8,600 staff and has a turnover of over £450 million a year. As a Foundation Trust, we are directly accountable to our members through the governors. The Council of Governors represent the interests of their constituencies and influence the future plans of the Foundation Trust.

We expect the post holder to uphold the trust's CARE values:

**COMPASSION** caring about our patients and our staff

**ACCOUNTABLE** and responsible, always improving

**RESPECT** for all colleagues, patients and their families

**ENCOURAGING** and challenging each other to always do our best

We are really excited to hear from you and look forward to receiving your application.

Yours sincerely



Alex Whitfield, chief executive

# Job Description

<b>Job Title</b>	Medical Imaging Administration Lead
<b>Department</b>	Radiology
<b>Division</b>	FCSS
<b>Salary Band</b>	Band 5 (Subject to Banding)
<b>Accountable To</b>	Cross Site Admin Manager
<b>JOB SUMMARY</b>	
<p><i>The post holder will be responsible for the overall management of the Radiology administration function at Basingstoke &amp; North Hampshire Hospital and Alton Community Hospital. This will include the direct line management of all the booking and reception staff, waiting list management for both sites and ensuring all modalities are optimised through effective service management.</i></p> <p><i>The successful candidate will have excellent attention to detail, strong managerial skills, and be motivated towards service improvement. They will be expected to review working practices and systems and make recommendations to ensure efficient and effective delivery of administrative services, to ensure compliance with all local and national targets.</i></p> <p><i>This role is required to support the delivery of a high quality, safe and compassionate healthcare service. All staff are expected to act as a role model to others in all aspects of their work and consistently demonstrate the Trust's CARE values.</i></p>	
<b>KEY RESULT AREAS/RESPONSIBILITIES</b>	

- Review, and where appropriate, establish and implement administrative processes to ensure compliance with all local and national targets.
- Initiate corrective action in order to meet key targets.
- Plan, develop and implement processes to resolve issues in relation to administration, including the identification of incorrect or missing data.
- Review, establish and implement opportunities to improve administrative processes.
- Formulate different options to address administrative issues identified and the development and implementation of new protocols and procedures.
- Participate in, and where appropriate, lead work to modernise administrative service delivery.
- To be a key member of departmental Meetings supporting delivery of business unit objectives.
- Collation of relevant information, drafting of responses and preparation of correspondence on a wide range of routine and non-routine issues both internally and externally.

- Collation of raw data from internal and external sources on a regular basis and production into appropriate formats, e.g. spreadsheet, reports.
- To be the initial point of contact by phone or in person for the Cross Site Admin Manager, if required and ensure that all enquiries are handled to the highest standard of customer care.

#### **CUSTOMER CARE FOR PATIENTS AND/OR SERVICE USERS**

- Be the site point of contact for all administrative incidents and complaints and co-ordinate responses on behalf of the admin team and assist where required by the management team in investigating and responding to other complaints received by the service.
- Act as patient's advocate in ensuring information is made available to patients and families

#### **COMMUNICATION**

- Act as the communication contact between administrative staff and the senior management team.
- Appropriately managing sensitive and confidential information, in a timely manner, using effective communication skills
- Take responsibility for coordinating local resolution of issues and queries within the admin team
- Liaise closely with other Admin Managers in other business units to ensure a standardised approach to management of patient pathways.
- Communicate in a professional and credible manner with a wide range of stakeholders across the organisation

#### **PLANNING AND ORGANISATION**

- Support the senior management team in investigating reported incidents implementing any actions agreed as a result.
- Be responsible for identifying, reporting, and assisting in the resolution of risks that may be present within the administration service.
- Regularly reviewing waiting list data to ensure capacity is being used in the most appropriate way for patients and the service needs.
- To assist and lead on service redesign and change programmes in designated areas.
- Support service development projects in the implementation of pilot programmes or new systems to drive efficiencies.
- In conjunction with other staff members, develop innovative approaches to service delivery.

#### **BUDGETARY AND RESOURCE MANAGEMENT**

- To be responsible for the direct line management of all the radiology administrative staff based at Basingstoke & North Hampshire Hospital and Alton Community Hospital.
- Supporting and developing their teams in their roles to ensure they are able to provide effective day-to-day management and supervision of their teams.
- Regularly responsible for reviewing work performance, progress, work allocation and checking for quality and timely completion, undertaking advanced stages of staff management by applying HR policies e.g. grievance, conduct and capability.
- Supporting the implementation of Trust systems for managing individual performance and for resolving poor performance

- Be responsible for continuing personal and professional development of staff and undertaking yearly appraisals
- Be responsible for the recruitment of staff with the appropriate skills to support the needs of the admin team

#### **TEACHING, TRAINING AND RESEARCH RESPONSIBILITIES**

- Ensure training needs, including business systems, of staff are met to ensure provision of a patient focused service, as well as mandatory training.

#### **TRUST VALUES**

Our values help us in what we do and how we do it. It is important that you understand and use these values throughout your employment with the Trust to define and develop our culture.

The post holder will be:

- **Compassionate, caring about our patients.**
- **Accountable and responsible, always looking to improve.**
- **Respectful for all and show integrity in everything.**
- **Encouraging and challenging each other to always do our best.**

#### ADDITIONAL INFORMATION

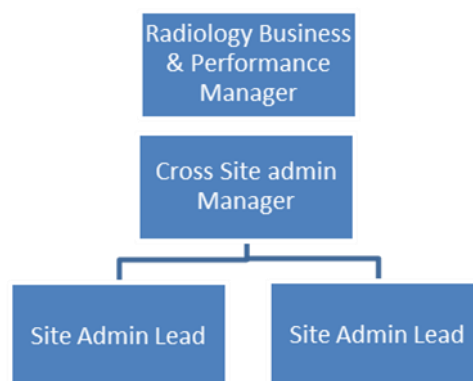
This job description is designed to assist post holders with understanding what is expected of them in their role. Hampshire hospitals NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Appendix A to this Job Description and Person Specification details key information you should be aware of.

#### ORGANISATION STRUCTURE



# *Person Specification*



<b>Job Title:</b>	
<b>Training &amp; Qualifications</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>Passes in both English and Maths at GCSE or equivalent level.</li> </ul>	<ul style="list-style-type: none"> <li>Acute NHS experience</li> </ul>
<b>Experience &amp; Knowledge</b>	
<b>Essential</b>	<b>Desirable</b>

<ul style="list-style-type: none"> <li>• Previous Management experience</li> <li>• Skilled at working with different stakeholders including patients, staff, managers, and clinicians.</li> <li>• NHS electronic system experience such as patient Centre or CRIS.</li> <li>• Knowledge and understanding of NHS patient pathways.</li> <li>• Understanding of patient priorities and performance targets such as DM01 &amp; RTT.</li> <li>• Understanding of Primary Care, GP and community referral pathways</li> <li>• In-depth understanding of Medical Terminology</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of implementing change</li> </ul>
<p>appropriate to business unit</p> <ul style="list-style-type: none"> <li>• Knowledge and understanding Confidentiality and Data Protection</li> </ul>	
<b>Skills &amp; Ability</b>	
<b>Essential</b>	<b>Desirable</b>

<p><b>Data/Records/Information Management</b></p> <ul style="list-style-type: none"> <li>• Accurate entry and retrieval of information on database systems</li> <li>• Use of Microsoft Office software to an intermediate standard: Word, Excel including Pivot Tables, PowerPoint, and Outlook</li> <li>• Skilled in the use of IT/patient data systems e.g., Patient Centre</li> </ul> <p><b>Enhanced Customer Care and Communication Skills</b></p> <ul style="list-style-type: none"> <li>• The ability to communicate clearly, accurately and sensitively both verbally and in writing</li> <li>• Sets high standards of communication and customer care for self and others</li> <li>• Ability to adapt communication style as required to ensure effective communication of complex information</li> </ul> <p><b>Leading &amp; Supervising Others</b></p> <ul style="list-style-type: none"> <li>• The ability to respond in a flexible manner to competing demands of the service, teams and individual workload</li> <li>• To be able to use influencing skills to facilitate and maintain change</li> <li>• Effective time management skills in order to prioritise workload of self and others</li> <li>• Skilled in monitoring and managing the performance of others and carrying out effective appraisals</li> </ul> <p><b>Quality &amp; Service Improvement</b></p> <ul style="list-style-type: none"> <li>• Maintains high standards and quality of work in self and others</li> <li>• Contributes to service improvements and is</li> </ul>	<ul style="list-style-type: none"> <li>• Advanced use of CRIS with the ability to interrogate the system</li> </ul>
<p><b>Health &amp; Safety</b></p> <ul style="list-style-type: none"> <li>• Complies with legal and organisational requirements</li> </ul>	

# Appendix A

Other Specific Requirements	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Ability to utilise appropriate assertiveness skills               <ul style="list-style-type: none"> <li>• Sound conflict resolution skills</li> </ul> </li> <li>• Good written skills in order to set standards for outgoing documentation</li> <li>• Ability to maintain a professional approach at all times</li> <li>• Ability to follow and work to policies and protocols</li> </ul>	

Post holders signature: .....

Date: .....

Managers' signature: .....

Date: .....

**ADDITIONAL INFORMATION APPLICABLE TO ALL POSTS**

### **Confidentiality**

During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use such information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal.

These obligations are in line with common law duty, the Caldicott principles on patient data, the Data Protection Act, the Freedom of Information Act and other legislation which apply both during employment and after the termination of employment.

### **Equality and Diversity**

The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

### **Quality & Safety**

Patient, service/facility user and staff safety is paramount at Hampshire Hospitals NHS Foundation Trust. The post holder will promote a just and open culture to reporting of incidents and adverse events. To ensure the practice of self and others is at all times compliant with both the safeguarding children's policy and guidance and vulnerable adult's policy.

The post holder should be aware of current health and safety policies of the Trust. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.

### **Vetting & Barring Scheme**

The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.

It is a criminal offense for someone Barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone Barred from working with vulnerable adults or children are liable for prosecution.

### **Infection Control**

To ensure the practice of self and others is at all times compliant with infection control policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment.

**Governance and Risk**

Adhere to all Trust policies, procedures and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

**Duty of Candour**

The post holder is also required to ensure compliance with the statutory 'duty of candour'. This is a legal duty to inform and apologise to patients if there have been mistakes in their care that have led to significant harm. It is aimed at helping patients receive accurate, truthful information from health providers achieving a wholly transparent culture.

### **Safeguarding**

Employees must at all times treat all patients with dignity and respect and ensure that vulnerable adults and children are safeguarded from abuse and neglect within the provisions of the Trust's Policies.

### **MCA**

All employees are required to have regard for the Mental Capacity Act code of Practice, regardless of their role within the organisation. Employees are responsible for ensuring that they use the Act as appropriate in the course of their day to day duties. Training is available to staff, as are materials to help support employees to embed the provisions of the Act.

### **Training & Personal Development – Continuous Professional Development**

There is a requirement for all Trust Employees to take part in the annual appraisal process; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students / trainees and other learners in practice.

### **Sustainability and Carbon Reduction**

Every member of staff is encouraged to take responsibility for energy consumption and carbon reduction and is expected to incorporate the agenda of sustainability, carbon and health in their daily work.