

Job description and Person Specification – Non Clinical Roles (excluding Admin bands 1-5)

Thank you for considering a role at [Cambridge University Hospitals NHS Foundation Trust](#), which includes Addenbrooke's and the Rosie Hospitals.

About Us

The Trust is one of the largest and busiest hospitals in the country and is a leading clinical and academic centre with a national and international reputation for excellence. Recognised as providing 'outstanding' care to our patients and rated 'Good' overall by the Care Quality Commissioner, is testament to the skill and dedication of the people who work here. It is their teamwork, energy, commitment and imagination that make us one of the best hospitals in the UK.

Our Values

The Trust's philosophy is to keep the patient at the heart of everything we do and we expect staff to uphold our values of **Together - Safe, Kind, Excellent** at all times. The Trust's Values and Behaviour Standard is attached to this job description; it provides more information about the type of behaviour we expect and love to see, and those we do not want to see. In considering whether to apply for the post you should consider whether you understand and feel able to live our Values.

Supporting you to be the best you can be

The Trust is committed to bringing the best out of its employees. We want everyone who works here to enjoy job satisfaction and feel proud to be an employee of the Trust. Each pay band has a set of Performance Standards which explains the level of competency and standard of delivery required to perform the role, you can download the performance standard for this post with the application pack. The Trust is committed to providing on-going feedback, development and an annual appraisal discussion.

Your Health and Well-Being

As a world leading healthcare organisation, CUH is a champion of good health and is committed to providing a smoke free campus to protect its staff, patients and visitors. Smoking is not permitted on the CUH campus and all employees must comply with the requirements of the CUH No Smoking Policy and support the processes and practices in place in relation to patients and visitors.

Your health and well-being are important to us. If you have any concerns about a health condition or disability that you have please read this Job Description and Person Specification carefully to ensure that you would not be putting yourself at risk.

We offer an extensive staff benefits package, including childcare, flexible-working schemes and the NHS pension scheme along with a range of facilities that includes on-site sport and leisure facilities. Do visit our website for more information about working at CUH and living in Cambridge: [Working for us](#)

Submitting your application

Please read this job description thoroughly before submitting your application. As well as meeting the essential requirements of the person specification, be sure that you can demonstrate commitment to our Values, teamwork, reliable attendance, dedication and the ability to show compassion, care and respect to our patients, visitors and colleagues.

We recommend that you download the 'Information for Applicants - Completing your application' document which provides further details about how to complete each section of your application form and further information about the application process.

Job title:	Rotational Booking Administrator
Band:	3
Hours of work:	37.5
Location:	Division B – Imaging Department and Saffron Walden X-Ray
To whom responsible:	X-Ray Admin Lead
Job summary:	To deliver and maintain a professional administration and reception service to modalities within the Imaging Department and to all its users, patients, relatives and colleagues.

Key duties and responsibilities:

- Booking in patients at reception desk.
- Negotiate all appointments within Trust and Government targets with patients in a professional and timely manner. Cancel and amend appointments as appropriate in accordance with approved guidelines.
- Fully understand the Cancer and 18 week targets in relation to the patient pathway and associated appointments.
- Manage the bookings of complex referrals autonomously and use own judgement as to when to escalate.
- Register all referrals accurately; checking and updating existing registrations when necessary to ensure that all information is correct and data compliant.
- Handle all telephone enquiries in a calm, professional, courteous and timely manner; redirecting calls as appropriate.
- Completion of all administration tasks in relation to the booking of patient within Imaging.
- Use of EPIC clinical software, Trust e-referral system and nhs.net account.
- Use of Carps (Imaging Portering System) if required.
- Effective communication with clinical staff to ensure coordination of appointments, examinations and results.
- Liaise with ward staff to ensure efficient inpatient pathways.
- Attending meetings as required. These may be, for example, staff meetings, or local PTL meetings where patient's treatment pathways are monitored.
- Handle complaints as they occur, in a professional manner, liaising with other disciplines of staff as appropriate and referring the complaint on where necessary.
- Cover other Rotational Booking Administrator positions within Imaging when required on a rotational basis.
- Cover the Saffron Walden admin desk on a rotational basis.
- At all times maintain accuracy when handling patient data and comply with procedural policies in the work area to ensure service delivery.
- Ensure all mandatory training is completed in a timely manner.
- Assist in the orientation of new staff.
- Continually update and maintain skills by attending relevant training courses.
- Ensure all messages are dealt with promptly.
- Maintain all inboxes with queries in an effective and efficient manner.
- To ensure sufficient administrative cover is available for the department's needs. This job will involve shift work including weekends.
- Any other duties reasonably requested.

Communication Requirements:

- To modify and adapt communication methods to a range of situations using appropriate verbal or communication skills effectively.
- To welcome and treat everyone (patients, relatives and colleagues within the Trust) in a friendly and courteous manner, presenting a good image of yourself through your attitude, behaviour and appearance.
- Liaise with colleagues regarding matters outside of your control.
- Liaising with other Modalities within Imaging, and working in those areas in a similar role as required.
- Email correspondence with patients, their representatives, colleagues within the Trust or outside providers.

Additional Requirements:

- To use decision making skills and prioritise your workload, adapting to changing needs and updating skills as required.

- To follow standard operation procedures and processes, which include competency standards.
- To produce work of the quality and quantity required, ensuring that standards of the Trust and the Department are met.
- Ensuring that deadlines are met and that all appointments are within the Government and Trust target times.
- To ensure that the working environment is safe and of a professional appearance. Taking appropriate action to report any problems; organising repairs/collection of waste and to maintain efficient and effective use of resources.
- To work effectively and efficiently, recommending alternative ways of working and to share ideas with others in order to improve service delivery and transformation.

General Compliance:

1. To comply with all Trust Policies and Procedures, with particular regard to

- Risk Management	- Health & Safety	- Information Governance
- Confidentiality	- Data Quality	- Freedom of Information
- Equal Opportunities	- No Smoking	- Being Open: a duty to be candid
2. All staff have a responsibility to comply with the current infection prevention and control policies, procedures and standards and ensure they have received an annual update on infection prevention and control issues including hand hygiene. All staff should practice and encourage appropriate hand hygiene and act professionally to ensure the hospital environment is clean, safe and tidy.
3. To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
4. To follow all the Trust Security policies and procedures and be vigilant to ensure the safety and secure environment for care.
5. All staff that have access to or transfers any data are responsible for those data, it must be kept secure and they must comply with the requirements of the Data Protection Act 2018 and the General Data Protection EU Directive (GDPR). All data must be kept in line with the Trust's policies and procedures. Data includes all types of data i.e. patient, employee, financial, electronic, hard copies of printed data or handwritten data etc.
6. The post holder is responsible for data quality and complying with the policies, procedures and accountability arrangements throughout the Trust for maintaining accuracy and probity in the recording of the Trust's activities.
7. The Trust is committed to carefully screening all staff who work with children and vulnerable adults. If this applies to this post, the appointment will be subject to a satisfactory Disclosure and Barring Service disclosure (formerly the CRB disclosure) of the appropriate Level.
8. All staff will receive training on Child Protection -Safeguarding Children Policies and Procedures as part of Induction and updates, this will equip the post holder with the knowledge of what you will need to do if you have concerns about the welfare of a child/young person under aged 18.
9. Participate in an annual Appraisal and Development Review meeting and ensure you are meeting the Trust's Performance Standard for the post.
10. CUH is a smoke free campus. All employees must comply with the requirements of the No Smoking Policy and support the processes and practices in place in relation to patients and visitors
11. To uphold the Trust Values and Behaviours standard.
12. Perform any other duties that may be required from time to time.

Every post holder can make a difference to a patient's experience. You will come across patients as you walk around the hospital; we rely on all our staff to be helpful, kind and courteous to patients, visitors and each other.

This job description may be altered to meet changing service needs, and will be reviewed in consultation with the post holder.

Our Trust values and behaviours

Values	Behaviours	Love to see	Expect to see	Don't want to see
Safe I never walk past, I always speak up	Safety	Shares lessons learned to help others to improve safety.	Always follows agreed safety and wellbeing procedures. Learns from mistakes and asks for help if they need it.	Shows a lack of focus on safety and wellbeing in their day-to-day work.
	Raising concerns	Encourages others to raise concerns about safety or attitude.	Speaks up every time standards on safety, care or dignity are not met. Welcomes feedback.	Keeps concerns to themselves, and rejects feedback about their own behaviour.
	Communication	Seeks ways to enhance understanding of information being communicated to meet people's needs.	Keeps people informed and gives clear explanations in ways people can understand.	Doesn't give people the information they need. Uses jargon inappropriately.
	Teamwork	Encourage others to contribute and demonstrates better ways of working within and across teams.	Works as part of a team. Co-operates and communicates with colleagues. Values other people's views.	Excludes others and works in isolation.
	Reassuringly professional	Is constantly aware that what they say and do affects how safe other people feel.	Is calm, patient and puts people at ease. Takes pride in their own appearance and our environment.	Passes on their negativity/stress. Is critical of other teams or colleagues in front of others. Displays unprofessional appearance.
Kind I always take care of the people around me	Welcoming	Goes out of their way to make people feel welcome.	Is polite, friendly, makes eye contact, smiles where appropriate and introduces themselves. 'Hello my name is...'	Ignores or avoids people. Is rude or abrupt, appears unapproachable/moody.
	Respectful	Applies a broader understanding of the diverse needs of patients/colleagues. Supports others to be themselves.	Treats everyone as an equal and valued individual. Acts to protect people's dignity.	Ignores people's feelings or pain. Makes people feel bullied, belittled or judged.
	Helpful	Thinks about the needs of others. Goes the 'extra mile' for other people.	Is attentive and compassionate, helps people who need help, or finds someone who can. Never walks by.	Makes people feel like a burden: 'It's not my patient / job / problem'.
	Listen	Makes time to listen to people even when busy.	Listens to people in an attentive and responsive manner.	Disinterested, dismissive or talks over people.
	Appreciate	Goes out of their way to make people feel valued for their efforts and achievements.	Encourages people's efforts. Notices when people live up to our values, says thank you.	Doesn't notice or appreciate people's efforts.
Excellent I'm always looking for a better way	Aiming high	Their positive attitude inspires others to achieve the highest levels of quality.	Always aims to achieve the best results.	Accepts mediocrity or moans without looking for solutions.
	Improving	Helps others to find creative solutions to problems and shares good practice.	Suggests ideas for better ways of doing things and looks for opportunities to learn.	Resists change: 'we've always done it this way'.
	Responsible	Shows enthusiasm and energy to achieve excellent results.	Takes responsibility and has a positive attitude.	Avoids responsibility. Blames or criticises others.
	Timely	Always respects the value of other people's time.	Is on time, efficient, organised and tidy. Apologises and explains if people are kept waiting.	Misses deadlines or keeps people waiting, without explanation/apology.
	Makes connections	Helps others to understand how services connect.	Thinks beyond their own job and team to make things easier for people.	Focuses on their own department needs to the detriment of the people they serve.

Together-**Safe** | **Kind** | **Excellent**

Post Title: Rotational Booking Administrator

Band: 3

Department: Imaging

How evidenced: **A** = Application Form **I** = Interview **T** = Test

Factors	Essential Criteria	How Evidenced	Desirable Criteria	How Evidenced
1 Qualifications	<ul style="list-style-type: none"> • Educated to GCSE level or equivalent • NVQ level 2 Customer Service/Business Admin/ITQ or equivalent 	A/I	<ul style="list-style-type: none"> • Admin or equivalent experience 	A/I
2 Experience	<ul style="list-style-type: none"> • Experience of working in a busy office environment or reception role • Experience of prioritising, planning and organising own tasks • Working within guidelines • Experience of customer service or dealing with the public • Data entry • Experience of IT packages – Microsoft Office 	A/I	<ul style="list-style-type: none"> • Previous experience of working in the NHS • Previous experience of working within medical records • Experience of call handling • Experience of dealing with difficult situations and confrontations 	A/I
3 Knowledge	<ul style="list-style-type: none"> • Understanding confidentiality and data protection • Understanding of customer service 	A/I	<ul style="list-style-type: none"> • Knowledge of Trust information systems • Knowledge of the Trust including awareness of the Trust's priorities • Knowledge of medical terminology 	A/I
4 Skills	<ul style="list-style-type: none"> • Ability to work as part of a team • Good communication skills including telephone, e-mail and face to face • Ability to follow processes and procedures • High level of ability to organise and manage own time keeping to schedule and deadlines • Keyboard skills • Good organisational skills • Ability to meet deadlines 	A/I	<ul style="list-style-type: none"> • Ability to adapt to change • Willingness to learn new skills 	A/I

	<ul style="list-style-type: none"> • Willing to take on and learn new skills • Ability to show attention to detail and accuracy • Ability to adapt to change • Ability to work under pressure • Ability to store and safeguard confidential documents 			
5 Additional Requirements	<ul style="list-style-type: none"> • The ability to understand and behave at all times, towards patients, visitors and colleagues according to the Trust values of <i>Together – Safe, Kind, Excellent.</i> • Shift and weekend working 	A/I		

Information for Applicants - Terms and Conditions of Employment

This information is a summary of the main terms and conditions for pay, annual leave, hours and pension that is governed by the NHS Terms and Conditions of Service Handbook.

Pay

The advertisement provided the information about the pay band for this role. All pay bands have a minimum and maximum point with opportunity for progression to the next pay step point when a minimum length of service has been reached. This is subject to meeting expected levels of performance. For more information about Agenda for Change Pay please visit: <http://www.nhsemployers.org/your-workforce/pay-and-reward/pay/agenda-for-change-pay>

New entrants to the NHS will normally commence on the minimum point of the pay band. Only in exceptional circumstances where the employee has considerable relevant experience to the post can a higher starting salary be considered. If a current NHS employee applies for a post at a higher band they move onto the higher band receiving a promotional increase in accordance with NHS Terms and Conditions. Current NHS employees transferring on the same pay band retain the same salary.

Pay Progression

Employees will receive progression to the next pay step point (where available) subject to meeting expected performance and compliance requirements. If you are an existing NHS employee applying for a role on the same band, progression will be awarded in accordance with the Trust's current ADR and Pay Progression policy. If you are new to the Trust or are applying for a promotion, progression will be awarded in accordance with the new national framework agreement.

Hours

Full time is 37.5 hours per week and is in accordance with the working patterns/rota patterns within the ward/department. These may be changed from time to time depending upon patient / service needs. If the post you have applied for is part time, the salary will be calculated pro rata to 37.5 hours. If you are required to work nights/weekends/public holidays you will receive the appropriate unsocial hour's enhancements.

Annual Leave Entitlement

This is dependent on complete years of NHS service.

Years NHS service	Annual leave entitlement per year
0-5 years completed NHS service	202.5 hours (based on 27 days x 7.5 hrs per day) plus public holidays (pro rata for part time)
5-10 years completed NHS service	217.5 hours (based on 29 days x 7.5 hrs per day) plus public holidays (pro rata for part time)
Over 10 years completed NHS service	247.5 hours (based on 33 days x 7.5 hrs per day) plus public holidays (pro rata for part time)

Pension

Employees are automatically enrolled onto the NHS Pension Scheme upon commencement. There is both an employer and an employee financial contribution to the pension scheme, with the employee contribution ranging from 5% to 14.5% depending upon your salary. New employees will receive a detailed information pack on commencement. For further information about the scheme and how to opt out following commencement, please visit www.nhsbsa.nhs.uk