

## Role Profile Descriptor

<b>Job Title: Administrator</b>	<b>Band: 3</b>
<b>Responsibilities</b> <ul style="list-style-type: none"> <li>• Participate in the role and tasks of the Radiology admin team, including reception duties as required, to ensure an effective service is delivered.</li> <li>• To assist with any admin cover when clerical and administrative colleagues are absent for sickness/ annual leave.</li> <li>• To make outpatient appointments for all modalities within Radiology on the hospital's CRIS computer system, for patients to attend the department.</li> <li>• Effectively monitor and action patient and clinical referrer queries for Radiology – i.e responding to telephone voice mails/ monitoring Radiology generic email inboxes.</li> <li>• To assist the Interventional Radiology team with administrative duties as and when required, particularly covering annual leave and sickness. To include arranging blood and INR checks, booking beds for day and overnight cases using the Lorenzo system, liaising with wards regarding inpatient appointments.</li> <li>• To assist with monitoring the Cancer PTL, in the Pathway Co-ordinator's absence or extreme busy periods.</li> <li>• To assist the Operational Co-ordinator with staff rota changes and assisting with organising/ implementing additional patient lists when needed.</li> <li>• Be responsible for maintaining accurate, up-to-date information held on the following computerised information systems: CRIS/Lorenzo.</li> </ul>	
<b>Accountabilities</b> <ul style="list-style-type: none"> <li>• Directly accountable to Operational Co-ordinator, as well as providing occasional admin support to Operational team and clinical colleagues within the department.</li> </ul>	
<b>Objectives</b> <ul style="list-style-type: none"> <li>• To assist with the booking of all modalities within Medical Imaging, including covering administrative duties for Interventional Radiology and Pathway Co-ordinator during busy periods, annual leave and sickness. To assist the Operational Co-ordinator with rota changes and organising/ booking imminent patient lists.</li> <li>• To work autonomously, as well as part of a team, using own initiative to manage, prioritise, plan and organise own time and implement knowledge, skills and experience.</li> </ul>	

## Job Description

<b>Job Title: Admin Support</b>	<b>Band: 3</b>
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<b>Accountable to:</b> Operational Co-ordinator
<b>Responsible for:</b> No direct line management responsibility, but may provide day to day supervision to other team members
<b>Key Relationships with:-</b> <b>Internal:</b> - Managers and colleagues within the team and Division. <b>External:</b> Patients and relatives, other healthcare professionals and the general public

### Purpose of Role:

Consistent provision of comprehensive and efficient administrative support

To use your own initiative, managing, prioritising, planning and organising own time using extensive knowledge, skills and experience.

To be a 'Team Player' working in a way that encourages high performance from other staff, with the aim of maintaining optimum efficiency within the department. To support other team members to deliver an efficient administrative service

To utilise the required technology/hospital systems / new technology or system (s) and support other team members to do so to deliver an efficient administrative service.

### Key Responsibilities:

- Deal with external and internal queries. This may include providing complex or sensitive non clinical information or advice to patients or relatives.
- Pass on messages as appropriate to the relevant person in a timely way.
- Use initiative to deal with routine and some non-routine problems that may arise, and only exceptionally refer more complex issues to the appropriate person.
- Assist in developing, maintaining efficient electronic and manual filing systems.
- Responsible for the maintenance of accurate data on hospital systems as appropriate.
- Manage your own workload to ensure completion of the full range of your tasks using the knowledge, skills and experience you have gained. Support other team members to undertake the full range of administrative activities, including reception and booking patient appointments when required
- Provide a range of administrative support relevant to area, ensuring that urgent matters are actioned and escalated without delay.
- Give guidance, support and empathetic approach to any complaints or concerns raised and liaise with the relevant manager
- To actively participate in the development of improvements for the service. Incorporate new practices to take account of new technology, demand/capacity tools.
- You may be required to undertake training in your own discipline, which may include new starter induction.
- To have an understanding of other admin roles within the department and ensure other admin staff are aware of your role.
- Work to standing operating procedures and departmental guidelines.
- Support, supervise and co-ordinate other members of the team as required to ensure the smooth running of the department.
- Keeping up to date with relevant IT/information systems.
- Ensure any information is accurate and up to date before sharing internally or externally.

- Support the team in gathering any data for audit research purposes.
- Operate office equipment e.g. photocopier, printer etc. to support administrative processes.
- Undertake any other admin or clerical duties as may be delegated.

This job description is issued as a guide to your principal responsibilities. It may be varied from time to time to meet new working requirements and does not form part of your Contract of Employment.

#### **General**

- To be responsible for complying with Trust and local Safeguarding policies and procedures.
- To be responsible for the quality of data recorded. The data should be accurate, legible (if hand written), recorded in a timely manner, kept up to date and appropriately filed.
- All employees must comply with the East Suffolk and North Essex NHS Foundation Trust's Equality and Diversity Policy and must not discriminate on the grounds of sex, colour, race, ethnic or national origins, marital status, age, gender reassignment, disability, sexual orientation or religious belief.
- Employees have a responsibility to themselves and others in relation to managing risk and health and safety, and will be required to work within the policies and procedures laid down by East Suffolk and North Essex NHS Foundation Trust. The Trust seeks to establish a safe and healthy working environment for its employees and operates a non-smoking policy.
- All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.
- All staff have a responsibility to contribute to a reduction in the Trust's carbon footprint and should pro-actively reduce and encourage others through own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste etc.

## Person Specification

**Job Title: Administrative Support**

**Band: 3**

Criteria	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous administrative role</li> <li>• Working collaboratively as part of a team</li> <li>• Advanced IT Systems including - Microsoft Office</li> <li>• Experience of communicating with a range of people both within and external to the organisation</li> </ul>	<ul style="list-style-type: none"> <li>• NHS experience</li> <li>• Experience within relevant work area</li> <li>• Experience of working with members of the public</li> <li>• Supervision/co-ordination of other team members</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• GCSE grade 5/C or equivalent in English and Maths</li> <li>• NVQ level 3 in administration/secretarial or equivalent experience</li> </ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Confidentiality and Data Protection</li> <li>• Customer service</li> </ul>	<ul style="list-style-type: none"> <li>• NHS Knowledge of relevant work area</li> </ul>
<b>Personal Skills</b>	<ul style="list-style-type: none"> <li>• Standard Keyboard skills</li> <li>• Excellent communication skills (written and verbal) to deal with complex or sensitive information</li> <li>• Ability to work well in a team</li> <li>• Good attention to detail and accuracy</li> <li>• Able to plan and prioritise effectively and work within defined deadlines</li> <li>• Ability to work flexibly to meet the demands of the service</li> <li>• Ability to deal appropriately with sensitive and confidential information</li> <li>• Able to demonstrate a commitment to Trust Values</li> <li>• Able to solve complex problems</li> <li>• Good organisational skills</li> </ul>	<ul style="list-style-type: none"> <li>• Advanced keyboard skills</li> <li>• Able to manage unpredictable workload, and interruptions</li> </ul>