

Booking in administrator

Job Description

Job ID	ID-313b
Pay band	Band 2
Department/Section	Specialist Vaccination Services, Lincolnshire wide (Lincoln / South Base TBC)
Job purpose	<p>To provide day to day effective and efficient administration support.</p> <ul style="list-style-type: none"> • To be able to work to deadlines and prioritise workload • Maintain a high level of confidentiality • To talk to patients/clients in a positive and friendly manner and deal with their queries • Deal with administrative duties in a timely and efficient manner • To operate a confidential and effective appointments booking system and to receive, register and direct patients to the appropriate area for consultation.
Main tasks, duties and responsibilities	<p>Lincolnshire Community Health Service requires all staff to safeguard children, young people and adults. All staff are required to access the organisational policies, also the Local Safeguarding Children Board and the Local Safeguarding Adults Board policies and procedures that underpin the safeguarding agenda. The safeguarding policies to be followed are found at www.lincolnshirecommunityhealthservices.nhs.uk and www.lincolnshire.gov.uk.</p> <p>LCHS policies, procedures and guideline - It is a condition of your employment that as an employee you are expected to adhere to our policies, procedures and guidelines. These can all be found on the Trust's website.</p> <p>Respond to visitors to the department:</p> <ul style="list-style-type: none"> • Deal with service users in a professional and courteous manner, taking and forwarding messages accordingly and act promptly if urgent responses are needed • At all times being aware of the need for confidentiality • Be able to deal with potentially difficult conversations and if required know who to contact <p>To be aware and work within the confines of data protection and confidentiality at all times.</p> <p>Maintain quality in own work and encourage others to do so whilst</p>

	<p>working as an effective and responsible team member. Prioritise own workload and organise own work to meet timescales.</p> <p>Minimise own and other's health, safety and security risks while following procedures to report incidents that may put health, safety and security at risk</p> <p>Make changes to own practice and offer suggestions for improving services and pass on to the appropriate person constructive views and ideas in improving services for staff, clients, patients and other users</p> <p>Support equality and value diversity; treat everyone whom you come into contact, with dignity and respect. Recognise and report behaviours that undermines equality and diversity</p> <p>Ensure information received is dealt with in a confidential, accurate and timely manner and according to policies and procedures</p> <p>To welcome patients, relatives and carers to the unit, book in patients and accurately complete initial patient assessment on point of care system, and support in their needs.</p>
Reporting to	Clinical Team Lead

Person Specification

Criteria	Essential <i>It is expected that applicants will meet all the essential criteria to be considered eligible for appointment.</i>	Desirable <i>Enhance a person's capacity to do the job and can be acquired / learnt once in post.</i>
Qualifications	<p>Good standard of general education including Maths and English GCSE/O'Level grade C or above</p> <p>Vocational Level 2 in Business and Administration or equivalent experience</p> <p>Excellent IT skills – Microsoft Office (Excel, Word, Outlook.).</p> <p>Evidence of continuing professional development (CPD)</p>	
Skills/competencies	<p>Excellent communication skills – ability to liaise with staff at all levels as well as clients/patients</p> <p>Ability to establish and maintain working relationships at all levels internally and externally</p> <p>Problem solving – ability to respond to problems and identify solutions</p> <p>Ability to make sound judgements when prioritising tasks and knowing when to refer</p> <p>Good organisational skills – able to manage busy workload, prioritise work and have a good attention to detail</p>	
Knowledge	<p>Basic awareness of confidentiality</p> <p>Knowledge of confidentiality and data protection legislation and is able to use discretion where necessary</p>	Knowledge of qflow, simply book and pinnacle

	Knowledge and proficiency in use of relevant software packages including Excel, Word, Outlook, ESR, Publisher, PowerPoint	
Experience	<p>Experience of working in a busy administrative environment, delivery a full range of administrative procedures</p> <p>Previous experience of working in a customer focused environment</p> <p>Previous experience of working towards targets/deadlines</p>	Previous experience of working in the NHS
Special attributes/specific requirements	<p>Ability to make sound judgements when prioritising tasks and knowing when to refer</p> <p>Ability to work as a team, on own initiative and under pressure</p> <p>Able to manage own workload and work autonomously</p> <p>Ability to seek appropriate advice from colleagues</p> <p>Ability to work with a high level of accuracy and attention to detail, with constant interruptions.</p> <p>Flexible and adaptable approach to hours and duties.</p> <p>Ability to travel within the boundaries of the Trust.</p>	
Personal qualities We Listen We Care We Act We Improve	<p>To act as a positive role model</p> <p>Can self-analyse own work and performance, with the ability to recognise own limitations and act upon them/refer appropriately.</p> <p>Ability to work flexibly to meet needs of the service. This may include flexible hours within the</p>	

	<p>specific service</p> <p>Able to demonstrate situations where effective actions have been taken to improve service delivery</p>	
--	---	--

I declare that I have read and understood the Job Description and Person Specification of the role.

Post holder name:

Date:

Line manager name:

Date: