

Job Description

Post Title	Team Administrator
Band	3
Directorate	Bolton
Location/Base	33 Victoria Square, Bolton, BL1 1RJ
Responsible to	Admin Manager
Accountable to	Admin Manager
Job Summary/Purpose:	
<p>The Team Administrator will be responsible for receiving, processing, scanning and forwarding of referrals. The post holder will receive calls coming into the service from clients, health professionals and members of the public, and will be required to deal with or direct the calls as required. The post holder will also contact patients to arrange appointments and amend as required. You will provide an administrative function to all the clinical team, attending team meetings, typing of reports and other general administrative duties.</p> <p>The core hours of work will be Monday to Friday 9am to 5pm, although working times outside of these hours will be required at times with prior arrangement. You will need to cover reception as required, on a rota basis.</p> <p>In order to meet the needs of the Trust services, you may be required from time to time to work outside of your normal area of work. The Trust reserves the right to change your normal area of work to any other location within the Trust.</p>	

Main Duties & Responsibilities

Heading	Duty/Responsibility
Responsibility to Patient Care	<p>Processing of all referrals into the service, ensuring that the clinical information systems are updated.</p> <p>Typing/editing of all clinical correspondence.</p> <p>Answering telephone calls and dealing with, or directing as appropriate.</p> <p>Opening and actioning mail.</p> <p>Reception duties, greeting service users, carers and other visitors when required.</p> <p>Making appointments according to clinical requirement set out by the clinicians, and agreed with service users.</p>
Planning and Organising	<p>Identification of those clients who are likely to breach targets.</p> <p>Appointment booking for service users as required.</p> <p>Ordering and management of the team stationary, ensuring stock levels remain appropriate.</p> <p>Identification of any other issues that may pose a risk to service users, carers or delivery of service.</p>

	<p>Preparation and minuting of meetings when required.</p> <p>Any other duties commensurate to the role.</p>
Communication	<p>Ensure Trust guidelines, policies and procedures regarding confidentiality, disclosure of information and GDPR are observed at all times.</p> <p>Identify and report facility issues in line with local procedure.</p> <p>Prioritise telephone calls, including distressed service users, carers and relatives and ensure the team are aware of the urgency.</p> <p>Accurately record and communicate all messages.</p>
Analysis and Data Management	<p>To be conversant with all functions of the electronic patient record systems (EPR), in relation to the booking of appointments and have the ability to interrogate other relevant systems as appropriate.</p> <p>Ensure all demographic details are up to date at the point of referral.</p> <p>To ensure data is entered onto the EPR systems in a timely manner, as stated in the Trust policy.</p> <p>Personal responsibility regarding any information received and updating the EPR systems with this information.</p> <p>Identify and report any IT issues that become apparent.</p>
Partnership Working	<p>To work together with the Admin Manager to provide a flexible response to the changing demands of the service.</p> <p>To provide cover for other administrative support staff, as and when required during annual leave, sickness and training.</p> <p>To actively assist in promoting and fostering good working relationships and practices within the service for all service users.</p> <p>Support any new initiatives with regards to recording and monitoring.</p> <p>Working collaboratively with clinicians and senior managers in order to achieve Trust targets.</p>
Health and Safety	<p>To take responsible care for the health and safety of the post holder and others affected by their actions.</p> <p>To work and use all equipment in accordance with safe operating procedures and Trust's code of practice.</p> <p>To report all accidents, incidents and omissions to the manager.</p> <p>To attend all training identified as being appropriate by management team.</p>

	Identifying and reporting any in-house problems to Estates and other organisations when the need arises.
Freedom to Act	<p>To support and attend training identified as being appropriate by the line management team.</p> <p>To work within Trust policies and procedures.</p> <p>To be guided by precedent and occupational procedure.</p> <p>Priorities are set but post holder will manage own workload, and work independently.</p>
Trust Mandatory On-going Requirements to be met by the candidate after commencing in post. These will not be assessed at the recruitment stage.	<p>To undertake any other reasonable duty when requested to do so by an appropriate Trust manager.</p> <p>To understand and comply with all Trust policies, procedures, protocols and guidelines.</p> <p>To understand the Trust's Strategic Goals and how you can support them.</p> <p>To understand the need to safeguarding children and vulnerable adults and adhere to all principles in effective safeguarding.</p> <p>To carry out all duties and responsibilities of the post in accordance with Equal Opportunities, Equality and Diversity and dignity in care/work policies and principles.</p> <p>To avoid unlawful discriminatory behaviour and actions when dealing with the colleagues, services users, members of the public and all stakeholders.</p> <p>Not to communicate to anyone inside or outside the NHS, information relating to patients, services users, staff, contractors or any information of a commercially sensitive nature, unless done in the normal course of carrying out the duties of the post and with appropriate permission.</p> <p>To maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date.</p> <p>To ensure their day to day activities embrace sustainability and reduce the impact upon the environment by minimising waste and maximising recycling; saving energy; minimising water usage and reporting electrical faults, water leakages or other environmental concerns to the facilities department or their line manager.</p> <p>Take reasonable care of the health and safety of yourself and other persons.</p> <p>To contribute to the control of risk and to report any incident, accident or near miss.</p> <p>To protect service users, visitors and employees against the risk of acquiring health care associated infections.</p> <p>To take responsibility for your own learning and development by recognising and taking advantage of all opportunities to learn, in line with appraisal and supervision.</p>

Further Information for Post holder(s)

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process. All information obtained or held during the post-holders period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.

All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy.

Drawn up by: Sally Gilbert
Designation: Admin Manager
Date: March 2024

