

Job Description and Person Specification

Job Title: Administration Coordinator/Admin Lead,
Ashford & Canterbury CMHT/MHT



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Job Description

JOB TITLE: Admin Coordinator

BAND: Band 4

CARE GROUP: Recovery

DEPARTMENT: Ashford & Canterbury CMHT and Ashford & Canterbury MHT

HOURS OF WORK: 37.5 hours per week

RESPONSIBLE TO: Service Manager

ACCOUNTABLE TO: Service Manager

BASE: Laurel House, Canterbury, with a flexibility to also work from Eureka Place, Ashford, Kent

JOB PURPOSE:

A generic band 4 Administration Coordinator will typically supervise band 3 Administrators/band 2 Administrative Assistants and provide business performance support to one or more services. Posts at this level should have acquired at least intermediate level Excel skills working towards Advanced skills and will be able to analyse databases and interpret data and information, identifying/investigating reasons behind statistics and potential solutions. Posts at this level are more likely to have contact with colleagues within their own and other service lines, with the Information Management team and external stakeholders. The focus of these posts will be more on managing the provision of information on service activity and oversight of the local administrative service ensuring efficient and effective services are provided to meet the needs of the wider team.

KEY RESULT AREAS:

Provide and receive complex information.

Responsible for communicating with individuals and team on regular basis including team briefing and one to one supervision

Consults staff on issues that affect them

Post holders will liaise with their Administrators to ensure that excellent customer care is the standard in their transactions with customers/clients/other external stakeholders and internal colleagues.

To perform this role, post-holders will need to be fully familiar with the patient pathway within their service

Assess BI reports and highlights to teams where corrective action is required to meet KPIs

RiO access include ability to access some clinical information if required for reporting purposes

Able to use more advanced Excel formulae

Input into e-rostering/MAPS system

RESPONSIBILITY:

Will be responsible for work production of a team of administrative staff
Participates in recruitment decisions and induction training of new staff
Undertakes regular supervision and appraisals
Manages absence and conducts return to work interviews, eRostering and MAPS
Chairing admin team meetings locally
Maintaining records
Set examples of behaviour within the team as role model
Ensures effective delegation of tasks and distribution of workload within the team
Identifies where efficiencies can be made
Monitors performance of team and individuals against set targets or performance standards
Uses skills to motivate team members
Identifies and addresses performance issues at all stages of informal action and seeks support from HR Advisers as appropriate
Communicates effectively with staff and consults on a regular basis about issues affecting them and future changes
Authorise annual leave/absence, may devise staff rotas

ENVIRONMENT:

To ensure that all staff, colleagues and service users are working in an environment suitable to their needs.

JOB SUMMARY:

To provide a comprehensive management strategy to the admin teams within the post-holder's remit, which supports the clinical team and service users. To oversee the day-to-day running of the admin teams, ensuring safe and efficient procedures are in place to provide an effective service to all stakeholders. To adapt a flexible approach when necessary and be able to deal with and prioritise difficult and challenging situations. To ensure presentation and accuracy by all members of the admin team for whom you are responsible.

COMMUNICATIONS AND WORKING RELATIONSHIPS:

To be able to interact appropriately with colleagues at all levels, both internally within KMPT, and with external services to ensure a cohesive delivery of service. To work closely with immediate managers to ensure the optimum performance of the teams.

STANDARDS OF BUSINESS CONDUCT:

The post holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions and at all times, deal honestly with the Trust, with colleagues and all those who have dealings with the Trust including patients, relatives and suppliers.

HEALTH AND SAFETY:

The post holder will be required to observe local Health and Safety arrangements and take reasonable care of him/herself and persons that may be affected by his/her work.

SAFEGUARDING:

All staff have a duty to identify, report and record incidents of potential or actual abuse. This statement applies whether the victim is an adult or child. All queries will be addressed by the Trust Safeguarding Team.

PERFORMANCE REVIEW:

This job description will be used as a basis for individual performance review between the post holder and the Manager.

The job description covers only the key result areas, and as such does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service.

The post holder will need to take due account, in the way they achieve the key result areas of Trust policies and procedures.

The Trust aims to maintain the goodwill and confidence of its own staff service and users and the general public. To assist in achieving the objective it is essential that at all times, employees carry out their duties in a courteous and sympathetic manner.

The post holder will carry out their duties in accordance with the Trust Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

CONTINUOUS IMPROVEMENT:

The Kent and Medway NHS and Social Care Partnership Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in development and improving services to the benefit of patients.

THE TRUST'S MISSION STATEMENT:

To put patients first by providing community based, high quality and responsive healthcare services, delivered by well trained and supported staff who work with relatives, carers and other agencies in the best interests of patients.

STATEMENT OF THE TRUST'S AIMS AND VALUES:

- To remain patient focused at all times by providing high quality and responsive healthcare services in hospitals and the community.
- To work closely with patients, their families, carer groups, local communities and other organisations ensuring care is co-ordinated.
- To respect and develop every member of staff by encouraging and supporting them in their personal and professional development and by valuing their input through recognition and individual reviews.
- To be innovative and proactive by encouraging staff to initiate new ideas in working practices and ensuring a process and continuous improvement in the way services are provided.
- To provide best practice and value-for-money by reviewing and evaluating services and sharing information internally and externally.

CONFIDENTIALITY:

The Kent and Medway NHS and Social Care Partnership Trust employees are required to ensure that information about patients is safeguarded to maintain confidentiality and is kept securely in accordance with NHS requirements of 1999. (The Caldicott Committee's Report on the review of patient-identifiable information 1997, & HSC/1999/012). This means that patient information can only be passed to someone else if it contributes to the provision of care or the effective management of health care services within the Trust.

ORGANISATION CHART:

General Manager

Service Manager

Admin Lead/Coordinator

Administrators/Admin Assistants

JOB DESCRIPTION AGREEMENT:

Job Holder's Signature:

Date:

Manager's Signature:

Date:

Person Specification

Knowledge, Skills, Training and Experience

	Essential	Desirable
Training, Qualifications and Registration	NVQ3 or equivalent, and/or relevant practical experience	
Experience	Experience of managing a busy workload and conflicting priorities, including supervision of staff, and handling confidential & sensitive information	
Knowledge and Skills	Excellent verbal and written communication. A full range of knowledge of administrative procedures and software programmes as appropriate.	