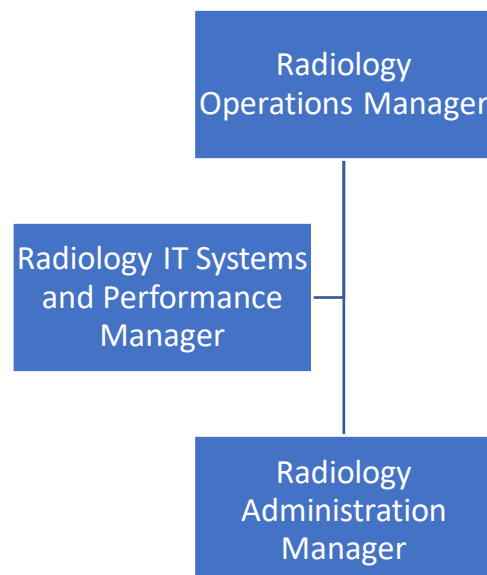


Directorate of Radiology

JOB DESCRIPTION

POST TITLE	Personal Assistant to Radiology Directorate Manager, Radiology Operations Manager, Modality Leads & Radiology Consultants
BAND	4
DIVISION	DCS
BASE	ELHT
REPORTS TO	Radiology Administration Manager
RESPONSIBLE	Radiology Operations Manager



JOB SUMMARY

To provide an efficient and effective administrative/clerical service to the Directorate Manager, Operations Manager, Modality Leads & Consultants within the Radiology directorate at East Lancashire Hospitals NHS Trust.

Due to the sensitive nature of the role, the postholder will be expected to display a high level of professionalism, with excellent interpersonal skills and a sound understanding of their responsibility for maintaining confidentiality.

MAIN DUTIES

Providing administrative and business support to the senior team as identified above.

1. Provide confidential, comprehensive administration duties including dealing with sensitive or contentious information, together with sensitive staffing and financial information.
2. The post holder will be expected to work without direct supervision on a regular basis, given the nature of the workload. They will need to decide when to involve the Senior Manager/s and take any necessary action. This will depend on the postholder's experience and knowledge but on occasion will be without the express approval of the Senior Manager
3. To organise and plan agreed meetings and associated processes including preparing agendas, papers and minute taking along with organising attendance and associated communication processes.
4. To organise and prioritise e-mails for the senior management team and consultants as required.
5. To organise and plan the workload, diary, and commitments, including scheduling of formal and complex meetings, ensuring deadlines are achieved and that the flow of work is prioritised in order that the directorate targets and objectives are delivered.
6. To provide clerical support across the directorate as and when required.
7. Ensure that the senior managers have appropriate briefings and supporting paperwork prior to, and when attending meetings.
8. Deal with telephone and general enquires, ensuring that appropriate messages are relayed; initiating action on routine matters or ensuring fuller action is taken.
9. Assist the Radiology Management team with the administration of the Non- Medical Referrer applications, ensuring the database of authorised NMR's is accurate and up to date.
10. Provide support to the Clinical Director to produce the on-call rota and management of the same, arranging cover with out of hours reporting service providers in the event of sickness /absence.
11. Ensure that requests for urgent reports are managed in a timely manner.

Developments

1. Undertake delegated projects and assignments as required by the Directors. This will require a working knowledge of the organisation to support networking and collation of information from different sources.
2. Identify process improvements to respond to organisational and policy changes and initiatives.
3. To be involved in updating and maintenance of the Radiology page on the Intranet.
4. Ensure databases and records on the Radiology shared drives and sites are kept accurate and up to date.

COMMUNICATION

1. Establish good relationships and communications with a wide range of internal departments and external organisations.
2. Create and maintain effective working relationships with staff at all levels, internally and externally, acting to support the principles of equality and diversity.
3. The post holder will deal with telephone and general enquiries, ensuring that appropriate messages are relayed; a good level of concentration is required to take notes and transcribe these for circulation, initiating action on routine matters or ensuring fuller action is taken.
4. The post holder will manage and prioritise incoming and outgoing mail, dealing with all correspondence confidentially.
5. Be a point of contact for the Specialist Trainees (STs)
6. Update Q-Pulse with minutes from departmental meetings including Share to Care minutes.

TRAINING AND DEVELOPMENT

1. The post holder will be required to undertake core mandatory training in line with Trust policy.
2. The post holder will undertake annual appraisal in line with trust policy. Objectives will be set, and a personal development plan agreed.
3. To attend and contribute to staff meetings and forums, training courses, seminars and workshops to ensure development & enhancement.

ORGANISATIONAL RESPONSIBILITIES

1. Show commitment to continuous improvement of data quality, in particular ensuring that patients details are kept up to date on the PAS/RIS/ PACS. Taking personal responsibility for the quality of service provided and to contribute towards and support service improvement.
2. Propose changes to own work areas, initiating recommendations for more effective delivery. Co-operate fully in the introduction of new technology and of new methods of working.
3. Identify process improvements in divisional administration to respond to organisational and policy changes and initiatives.

PROFESSIONAL RESPONSIBILITIES

1. Undertake own personal and professional development. The post holder is required to maintain a personal development plan and identify own development requirements.
2. Be available and aware of Major Incident procedures.
3. Be aware and adhere to departmental policies and procedures, updating personal records accordingly.

EMPLOYMENT ACTS AND CODES OF PRACTICE

All employees are required to comply with employment legislation and codes of good practice.

Equality and Diversity

We are an Equal Opportunities employer and will do all we can to make sure that job applicants and employees do not receive less favourable treatment because of their age, sex, marital status, faith, race, disability or sexual orientation, or for any other reason that is not justified.

Health and Safety

In accordance with the Health and Safety at Work Act 1974, and other supplementary legislation, all employees are required to follow Trust Health and Safety policies and safe working procedures, take reasonable care to avoid injury during the course of their work, and co-operate with the Trust and others in meeting statutory requirements.

Infection Control

All employees must comply with Prevention and Control of Infection policies and attend any related mandatory training.

Sustainability and Corporate Social Responsibility

The Trust attaches great importance to Sustainability and Corporate Social Responsibility. It is the responsibility of all members of staff to ensure that the Trust's resources are used efficiently with minimum wastage throughout their daily activities

Risk Management

Employees are required to report every incident where the health and safety of self or others has been jeopardised (including near misses) and to carry out or participate in investigations into such incidents as required.

Safeguarding

All employees have a responsibility for safeguarding and promoting the welfare of children and adults. Further guidance can be sought from your Line Manager.

Data Protection Act

All members of staff are bound by the requirements of the Data Protection Act 1998.

Rules, Regulations, Policies, Standing Orders and Financial Instructions

All employees are required to comply with the rules, regulations, policies, standing orders and financial instructions of the Trust.

Research and Development Projects

Whenever you decide to undertake a piece of research, either as a Principal Investigator or Local Researcher, or Assistant Researcher, you must comply with the principles of Clinical Governance and the Research Governance Framework.

Development Review

Key performance objectives, development needs and compilation of a Personal Development Plan will be discussed and agreed at Annual Development Review meetings.

Training

Post holders are required to attend any relevant and mandatory training for the post.

Outside Employment / Outside Interests

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of East Lancashire Hospitals Trust. In accordance with legislation on working time, it is a condition of employment that all staff must inform their line manager before taking up any private practice, work for outside agencies or other employers, other work for this Trust (including bank work) and / or voluntary work. This is to ensure there is no conflict of interest with your NHS duties.

Review of Job Description

This is not intended to be a comprehensive description of the duties of the post. Due to the Trusts commitment to continuous improvement it is likely that the post will develop over time. These duties will be subject to regular review and any amendments to this job description will be made in consultation and agreement with the post holder

STANDARDS OF CONDUCT

Conduct duties with regard to values underpinning the Trust's Vision "*to be a great Trust providing the best possible healthcare to the people of East Lancashire*":-

Values:-

- Respecting the individual
- Putting patients and customers first
- Promoting positive change
- Acting with integrity
- Serving the community

Underpinning the Trust's vision and values are the following key operating principles that influence the way in which the Trust does business:-

- Understand the world we live in and deal with it
- We are clinically led and management supported
- Support departments support the front line
- Everything is delivered by and through Divisions
- Compliance with standards and targets are a given. They are the things we do to help secure our independence and influence
- Quality is our organising principle – driving quality up and cost down is not mutually exclusive
- We deliver what we say we need to

Post holders are expected to work flexibly within their pay band. They should only be expected to carry out activities for which they are competent. Alternatively they may carry out the additional duties if they are receiving support or training in order to obtain the recognised level of competence.

The Trust operates a Tobacco Control Policy.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

NAME:
(PRINT)

SIGNED:

DATE: