



**University Hospitals
of North Midlands**

NHS Trust

Job Description and Person Specification

**PROUD
TO
CARE**



Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone at the Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The North Midlands and Cheshire Pathology Services (NMCPs) formed in December 2020, a partnership between The University Hospital of North Midlands (UHNM), Mid Cheshire Hospitals NHS Foundation Trust (MCHT) and East Cheshire NHS Trust (ECT). UHNM is

the lead provider Trust for the NMCPs and is the employing organisation for Pathology employees based at Royal Stoke University Hospital, County Hospital, Macclesfield District General Hospital and Leighton Hospital.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at www.uhnmcharity.org.uk



Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them



Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is



Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values



Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

Division: North Midlands and Cheshire Pathology Service

Job Title: Histology Office Administration Support Officer

Band: 3

Location: Primary Base: Royal Stoke University Hospital with a requirement to travel to all NMCPs Sites

Hours: 37.5

Managerially accountable to: Operational Services Manager – Histology Office

Professionally accountable to: Pathology Service Manager and Professional Head of North Midlands and Cheshire Pathology Service (NMCPs)

Role Summary

The post holder will provide comprehensive, efficient and effective administration support service within the Histology Office to support the NMCPs. The post holder will provide support to the administrative team and Consultant Histopathologists. This will include supporting the secretarial team with molecular send aways and outsource processes. The post holder will alert the consultants of any outstanding work, drawing cases to their attention ensuring slides are available to facilitate reporting. The post holder will be expected to support the Histology Office Senior Administrators and Operational Service Manager in responding to enquiries regarding cancer diagnostic wait and breach enquiries.

Key Areas/Tasks

- The post holder will be expected to contribute to effective communication and working relationships across the NMCPs network and within the Directorate and Division.
- Communicate to and receive from clinical and other administrative staff complex and sensitive clinical information on a daily basis that requires tact and persuasive skills and with the ability to maintain with clarity and precision. Communication will be verbal, electronic e.g. email, or in writing.
- The post holder will be expected to be an effective team player and able to work with staff at all levels within the Trust and counterparts in other local trusts.
- The post holder will require knowledge and experience over a range of administration procedures and knowledge of software programmes and specialist functional terms which will be acquired.

- The post holder will be expected to provide administrative support to the Consultant Histopathologists, including diary management.
- The post holder will be required to be a key part of our Molecular and Outsource teams.
- The post holder will collect data from a variety of sources to ensure all documentation is adequately maintained, and accurately enter data into required computer databases.
- The post holder will ensure that all data is kept securely to maintain the confidentiality of staff and patients at all times.
- The post holder will work to deadlines and inform line managers of potential problems.
- The post holder will review and support with the implementation of new ways of working which may influence service changes/developments as the priorities for cancer modernisation change.
- The post holder will be responsible for data entry, text processing and data storage, utilising paper and computerised systems on a daily basis.
- The post holder will be responsible for maintaining Pathology information systems to ensure appropriate management of patient pathways.
- The post holder will coordinate requests for information from clinicians as required.
- The post holder will assist patients/clients/relatives during incidental contacts e.g. directing patients/clients/relatives to wards/departments/clinics.
- The post holder will be required to carry out copy typing and word processing.
- The post holder will demonstrate duties, providing advice and help in own work area to new and less experienced staff.
- The post holder will support with the collection of data and slides for the consultant Histopathologists' attendance at multi-disciplinary meetings.
- The post holder may be asked to retrieve information and material for inclusion in clinical genetics requests.
- The post holder will require knowledge of a range of administrative procedures and Microsoft 365 programmes, such as Word, Excel, Teams and SharePoint.
- General administration experience would be desirable.
- The post holder will be expected to become proficient in the use of the Pathology Reporting database (LIMS).
- The post holder will be expected to have good general education attaining 5 GCSE's at grade C or above to include English and mathematics or equivalent.
- Knowledge of medical terminology.

- Knowledge of the sample journey through the Histology laboratory acquired through on the job training.
- The job will involve resolving conflicting diary appointments, schedules and arrange meetings.
- The post holder will be required to check patient details for accuracy and or duplication.
- To maintain good working relationships and maintain a team-working philosophy cross NMCPs sites.
- To work flexibly in order to deliver the NMCPs agenda and to offer support to other colleagues including cover in times of absence.
- To provide general administrative support to the Directorates, ensuring in particular that supporting services are delivered effectively in the interests of patient care.
- The post holder will be required to provide information regarding cancer breaches, and diagnostic turnaround times.
- It would be a requirement to take part in any survey or audit relating to own work.
- Word processing and data inputting at a VDU screen is a major job function and keyboard skills are used on a daily basis.
- The post holder would be required to assist the Histology Office Senior Administrators in the training of new starters for administrative duties.
- Supporting with Courier cover.

Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

Health and Safety

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.
- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

Equality and Diversity

UHNM is committed to the implementation of the Equality, Diversity and Inclusion Policy Which ensures equal opportunities for all. UHNM is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. All staff are required to observe this policy in their behaviour to other workers and patients/service users

Infection Prevention

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

Trust Dress Code

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

Hand Hygiene

- Decontaminate your hands as the per 'The five moments of hand hygiene'

Own Practice

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

Decontamination

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

Trust Policies

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data

Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the “rights and freedom” of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

Safeguarding Children, Young People and Adults with care and support needs

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role.

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

Sustainability



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): 'Our 2020 Vision: Our Sustainable Future' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

SWITCH to a Sustainable UHNM is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact switch@uhns.nhs.uk

Disruptive Incident & Business Continuity

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust's business continuity arrangements, as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment. Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee _____ Print _____ Date _____

Signed Manager _____ Print _____ Date _____



North Midlands and Cheshire Pathology Service

Job Title

Person Specification

	Specification	Criteria		Evidence
		Essential	Desirable	
Essential Qualifications	<ul style="list-style-type: none"> 5 GCSE's to include English and Maths at grade C or above or equivalent. 	✓	Experience in an office environment.	Application Form/Certificates
	<ul style="list-style-type: none"> Proficient in the use of Microsoft office: Word, Excel, Sharepoint, Teams and Power-point (or equivalent software). 	✓		
Knowledge, Skills, Training and Experience	<ul style="list-style-type: none"> Excellent organisational and prioritisation skills and able to work to deadlines 	✓	Experience of working for the NHS	Application Form/Interview
	<ul style="list-style-type: none"> Ability to ensure that tasks are seen through to completion 	✓	Awareness of the Histology Department and the cancer pathway	
	<ul style="list-style-type: none"> Ability to solve problems on own initiative with minimum supervision 	✓	Administration experience	
	<ul style="list-style-type: none"> Demonstrable customer care skills including professional telephone manner 	✓	Experience of Electronic Patient systems and Laboratory information systems.	
	<ul style="list-style-type: none"> Excellent team working skills including assisting and covering the work of other team members as appropriate 	✓		

	<ul style="list-style-type: none"> • Ability to collate information and demonstrate effective systems for accurate recording both manually and electronically. • Ability to communicate effectively at all levels • Ability to ensure that tasks are seen through to completion • Effective team player, able to work with people at all levels within the trust • Ability to take responsibility for own development needs. • Excellent written and communication skills 	✓ ✓ ✓ ✓ ✓		
Personal Qualities	<ul style="list-style-type: none"> • Able to maintain strict confidentiality at all times • Self-motivated and can rise to a challenge • Flexible in approach to service needs • Professional appearance 	✓ ✓ ✓ ✓		Application Form/Interview

	<ul style="list-style-type: none"> • Takes responsibility and is accountable for delivering to their agree objectives • Consistently professional, collaborative and compassionate in their approach. • Acts to support and enable effective teamwork • Delivers work of consistent and predictable high quality 	✓ ✓ ✓ ✓ 		
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Working in partnership