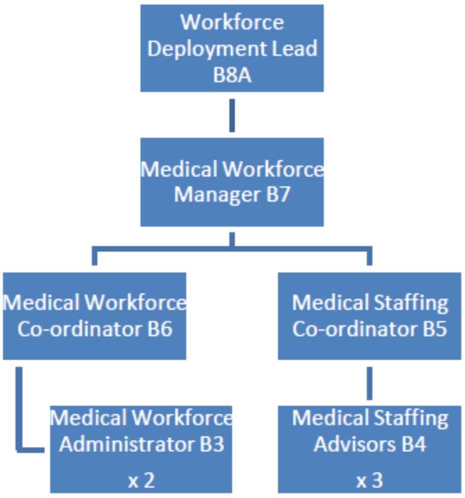
NHS
East Cheshire
NHS Trust

JOB DESCRIPTION

JOB TITLE	Medical Workforce Administrator
PAY BAND	Band 3
DIRECTORATE	HR & OD
DEPARTMENT	Medical Workforce
BASE	Macclesfield District General Hospital
RESPONSIBLE TO	Medical Workforce Advisor
ACCOUNTABLE TO	Medical Workforce Lead

Organisational Chart


Workforce Deployment Lead B8A
Medical Workforce Manager B7
Medical Workforce Co-ordinator B6
Medical Staffing Co-ordinator B5
Medical Workforce Administrator B3 x 2
Medical Staffing Advisors B4 x 3

Job Summary

The post holder will act as a first point of contact for medical workforce queries, responding to basic enquiries and escalating others to colleagues within the team in an efficient way. They will provide an efficient administration service to support the medical workforce team and will support the deployment of medical staff as guided by the team.

Key Job Requirements

Staff Deployment

1. Effective use of the eRoster system to support deployment of temporary staff, as guided by the Workforce Advisors and Co-ordinators.
2. Inform Medical Workforce Co-ordinators of potential staffing problems.
3. Deal directly with departments regarding their staffing needs either by telephone, electronically or face to face.

4. Sign in all agency staff (in hours), including performing staff ID verifications.
5. Ensure effective communication with other team members, including escalation of issues, queries or concerns in a timely way, and ensuring a daily understanding of team priorities.
6. Provide effective administration support for all weekly medical deployment meetings, proving the Medical Workforce Co-ordinators with the required information for these meetings in a timely way.

Customer Service

7. Maintain a quality, customer-focused approach at all times.
8. Ensure enquires are responded to or escalated promptly via the shared email account.
9. Handle and resolve queries and complaints as far as possible, referring to other teams members for support as appropriate.
10. Keep accurate records of enquiries and actions taken.
11. Provide resolutions to enquiries, and direct unresolved issues to the correct team (e.g. Payroll, HR, ESR team), recording details as appropriate.

Administration

12. Co-ordinate administration activities e.g. diary availability, processing of post, monitoring stationary supplies etc.
13. Undertake initial induction for substantive, bank and agency staff, referring doctors on to the appropriate person within their specialty for completion of a full local induction.
14. Ensure all new doctors have an ID badge and appropriate IT, and relevant paperwork is completed.
15. Ensure timesheets and invoices are processed in a timely manner.
16. Maintain staff databases, manage and maintain spreadsheets.
17. Maintain the medical workforce email distribution lists to ensure they are kept up to date with regards to starters, leavers and changes in roles.
18. Maintain an up to date schedule of daily/weekly/monthly/annual administration tasks, so that responsibilities can be covered during leave.
19. Maintain central filing systems for the Medical Workforce team, both electronic and paper format, ensuring all information is kept up to date and records are filed and archived appropriately with a monthly focus on starters and leavers.
20. Oversee the maintenance of stationary and stock, requesting orders as needed via the HR Advisory Team.
21. Act as the primary administrator of the Empactis absence management system for medical staff, ensuring that SOPs are followed in a timely way.
22. Support the administration of the Health Medics system, adding new starters with correct access (e.g. exception reporting) and updating/removing access when staff leave or change roles within the Trust.

This list of duties is not intended to be exhaustive, but indicates the main areas of work and may be subject to change after consultation with the post-holder to meet the changing needs of the service

GENERIC CLAUSES FOR ALL JOB DESCRIPTIONS

To maintain a broad understanding of the work of the Department, and of Trust as a whole, and actively contribute your ideas for the improvement of service provision.

To ensure own actions contribute to the maintenance of a quality service provision.

To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.

To participate in Trust's Performance and Development Review and to undertake any identified training and development related to the post.

To undertake statutory and mandatory training as deemed appropriate by the Trust.

To develop and maintain effective working relationships with colleagues.

To adhere to all Trust policies and procedures.

Health & Safety:

All staff have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. ALL accidents must be reported to your manager and in line with the general philosophy of the Trust; you must participate in accident prevention by reporting hazards and following relevant policies and procedures including Moving and Handling guidelines.

Infection Control:

All staff have a duty to comply with all relevant ECNHST guidelines and policies in relation to Infection, Prevention and Control. You have a duty to ensure that you minimise the risk of infection, infectious diseases and particularly Hospital Acquired Infection. This responsibility includes minimising the risk by highlighting any concerns you may have to the appropriate person as identified in the policies and guidelines.

Risk Management:

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

Data Security:

To ensure that the Trust Policies and Procedures regarding data security are adhered to, and that staff are aware of their obligations under these policies.

Confidentiality:

Working within the trust you may gain knowledge of confidential matters which may include manual / electronic personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

Equality & Human Rights:

The Trust will ensure that job applicants and prospective and current employees are treated solely on the basis of their merits, abilities and potential without any unjustified discrimination on grounds of age, gender, gender reassignment, sexual orientation, disability, marital or civil partnership status or family circumstances, race, colour, nationality, ethnic origin, religion or belief, trade union activity & social and economic status.

Values based Recruitment

The post-holder has a responsibility to ensure that their own actions and behaviours fully support the Trust's core values.

Codes of Conduct and Accountability:

You are required to comply with Trust codes of conduct and accountability and codes of conduct which are relevant to this post.

SAFEGUARDING Adults and Children

East Cheshire NHS Trust has a responsibility and is committed to, safeguarding and promoting the welfare of children, young adults and adults at risk with care or support needs and expects all staff and volunteers to honor this commitment to minimise risk of harm in accordance with current legislation, statutory guidance and Trust policies and procedures. This means that staff must understand their own responsibility and recognise the requirement to engage with staff training and supervision, as well as promoting multi-agency working to safeguard our patients.

THE TRUST OPERATES A NO SMOKING POLICY

PERSON SPECIFICATION

JOB TITLE	Medical Workforce Administrator	
PAY BAND	3	
	ESSENTIAL	**DESIRABLE**
QUALIFICATIONS	• GCSE’s A*-C in Maths and English • NVQ3 (National Vocational Qualification) or equivalent experience	
KNOWLEDGE & SKILLS	• Good written and verbal communication skills • Good numerical skills • The ability to manage own workload and prioritise • Excellent organisational skills • Attention to detail • IT literate and sound knowledge of Microsoft Office software • Ability to work flexibly as part of a team • The ability to work in a busy environment to strict deadlines • Confident to handle queries from all levels of staff • Professional demeanour, good customer service skills	• Ability to operate staffing / finance systems – e.g. Healthroster
EXPERIENCE	• Experience in busy administration role • Experience of working in a customer service environment	• Experience of working within a staffing / resourcing function • Experience of financial systems
SPECIFIC JOB REQUIREMENT	• Willingness to be flexible in changing priorities and adapt to meet new demands • Remain calm and focussed under pressure • Organised and methodical	

Signature of Postholder: ………………………………………………… **Date:** ………………

Print Name: ………………………………………………………………….

Signature of Manager: ………………………………………………….. **Date:** ………………

Print Name: …………………………………………………………………..