

JOB DESCRIPTION

POST TITLE:	Admin Team Lead
GRADE:	Band 4
HOURS:	37.5 per week
LOCATION:	Peterborough and Wisbech
REPORTING TO:	Assistant Service & Performance Manager
ACCOUNTABLE TO:	Dynamic Health Manager

Cambridgeshire Community Services NHS Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Job Purpose:

- To work with and assist both the Assistant Service & Performance Manager and Clinical/Team Leads to deliver physiotherapy services throughout the designated geographical area.
- Work with the Physio and Clinical Leads to develop and streamline processes between clinical and admin processes.
- To provide administrative and business support that underpins the effective delivery of community based musculoskeletal physiotherapy services provided by Dynamic Health, part of Cambridgeshire Community Services.
- Responsibility for and line management of a team of administrators to include day to day supervision.
- Responsibility for the management of patient pathways in line with the 18-week Referral To Treatment (RTT) Access Policy.

Main Duties and Responsibilities

1. To provide administrative and professional leadership to the wider administrative team in line with the Trusts values, administrative processes and organisational policies.
2. To effectively manage the implementation of admin local policies/processes of the service and provide guidance for queries and support administrative changes of work within the unit, including support to the clinical team to implement ledger changes and rota building.
3. Responsible for the day-to-day operation and direction of the administrative team within own locality and supporting other localities when required.
4. To provide administrative support and leadership across other localities as and when required.
5. To represent the administrative team at internal and external meetings as required
6. To assist the Assistant Service and Performance Manager with the development, implementation and monitoring of standard operating procedures, policies and work practises aligned to the administrative functions of the wider team.
7. Assist and support the unit with the projects and programmes in line with role.
8. Responsible for the recruitment of the administrative staff and apprentices within own locality.

9. Make required arrangements to block Systmone rotas for clinical staff as and when required.
10. Support the locality with estates issues, and liaise with external contractors as required, escalating any issues not resolved with the Assistant Service and Performance Manager.
11. Work with and support the update of the locality Business Continuity Plan (BCP) and Emergency Preparedness, Resilience and Response (EPRR) liaising with the Assistant Service and Performance Manager, Business Support Manager and ensure that staff are aware of where it is kept.
12. To support the administration team with the process of archiving patient files and staff records in accordance with the Records Management Policy.
13. Collaboratively working across the unit to ensure workload tasks are shared effectively and address any staffing issues that may arise.
14. Complete Datix and support administration staff to complete Datix' as required and as Handler to investigate Datix' as they arise.
15. Referral to Treatment (RTT) - To manage, monitor and escalate as appropriate ensuring accurate completion of reports and data quality. This includes weekly checking of patient clocks and validation of these clocks ready for reporting.
16. Slot utilisation reporting – Recording the units unused slots and directing the team accordingly to maximise capacity.
17. Raising with administrative staff and supporting them to manage identified errors from reports.
18. To contribute to unit and locality meetings raising any issues/concerns and addressing any actions.

Communication

1. Liaise and communicate with work colleagues, patients, management teams and other allied health professionals to include internal and external agencies.
2. To explain administrative working practices to team members both clinical and non-clinical.
3. To manage and resolve stressful situations e.g. complains, staffing issues, etc. as they arise and seek support and guidance from the Assistant Service and Performance Manager or Leads as and when required.
4. To maintain strong working relationships with internal and external organisations, promoting and sharing the units standards.
5. Contribute to Cambridgeshire Community Services NHS Trust (CCS) internal and external communication strategies ensuring effective communication and engagement within the team and organisation.
6. To contribute to ensuring the Cambridgeshire Community Services (CCS) responsibilities to engage and consult with patients and the public are met in line with statutory requirements.

Budgetary Responsibility

1. Authorised signatory and support for procurement and sourcing for clinical and office equipment within the unit.
2. Contribute to the finance establishment meeting – ensuring the staffing establishment up to date.
3. Complete relevant payroll forms for staff.
4. Authorised signatory for admin team e-expenses relating to travel and other expenses.

People Management

1. To line manage/supervise administration staff and be responsible for the process for recruitment and selection, appraisals and 1:1 supervision, competency and performance management.
2. Responsible for providing induction, training and competencies for new admin starters playing a key role in the dissemination of continued learning across the administrative workforce.

3. Maintaining employee personnel files and associated documentation/systems for apprentices and administration staff including personal development, grievance and disciplinary issues, and leavers all in accordance with Human Resource policies and procedures seeking support when required.
4. Responsible for staff management in accordance with Human Resources policies and procedures and keeping relevant staff systems updated.
5. Maintaining own professional development and requirement to take part in own appraisal, objective and maintain your personal development plan.
6. Contribute to your regular supervision sessions in accordance with the Trust Policy.
7. To attend all relevant mandatory training as and when required to do so.

Clinical and Practice Governance

1. Observe and maintain strict confidentiality with regards to any patient/family/staff/records and information in line with the requirements of the Data Protection Act.
2. Any data that is taken/shared as part of a phone call or transported, faxed or transferred electronically must be undertaken with regard to the Trust Information Governance and Information Security policies.
3. The post holder must adhere to the Trust risk assessment and risk management processes
4. The post holder must adhere to infection control policies and procedures
5. Undertake mandatory training and any other training relevant to the role as required by Cambridgeshire Community Services NHS Trust.
6. The post holder is required to participate in relevant emergency preparedness process for their team.

General

Safeguarding people responsibility

- Safeguarding children and adults at risk of abuse or neglect is a collective responsibility.
- There is an expectation that all staff develop and maintain their role relevant safeguarding people competencies and comply with local safeguarding partnerships practice. Alongside this employee who are registrants are reminded of their professional duty of care.
- Safeguarding means protecting a citizen's health, wellbeing and human rights; enabling them to live free from harm, abuse and neglect. It is an integral part of providing high-quality health care.
- Those most in need of protection include:
 - Children and young people
 - Adults at risk, such as those receiving care in their own home, people with physical, sensory and mental impairments, and those with learning disabilities.

The post holder must at all times carry out their duties with regard to Cambridgeshire Community Services NHS Trust Workforce Diversity and Inclusion Policy.

To be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors, and staff.

All post holders must adhere to the code of conduct on confidentiality and be aware of and adhere to all Trust policies and procedures.

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within the Trust.

Sustainability

It is the responsibility of all staff to minimise the Trust's environmental impact wherever possible. This will include recycling, switching off lights, computers, monitors, and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

Date : April 2024

PERSON SPECIFICATION

Job Title: Admin Team Lead	Grade: 4
Directorate: Ambulatory Care	Date: April 2024

* Assessed method A=Application I=interview

Essential Criteria	*	Desirable Criteria	*
Qualifications and Training <ul style="list-style-type: none"> GCSE English and Maths Grade C and above or equivalent qualification NVQ / Diploma level in Business & Administration Level 3 or equivalent experience 	A		
Experience <ul style="list-style-type: none"> Post holder must have experience of working in the field of administration. Experience of managing a team of staff 	A/I	<ul style="list-style-type: none"> Knowledge of a clinical system Working in a service with an 18 week pathway Experience of managing a budget 	A/I
Skills <ul style="list-style-type: none"> Excellent communication and interpersonal skills Effectively prioritises and co-ordinates own work and the work of others Wide knowledge of office procedures Standard keyboard skills Ability to work flexibly as part of a team Time management and prioritisation skills Ability to use initiative without close supervision Use of Microsoft applications, Word, Outlook Excel, databases 	A/I		A/I
Safeguarding and promoting the welfare of children and young people/vulnerable adults <ul style="list-style-type: none"> Demonstrates understanding of safeguarding issues Has a good understanding of the Safeguarding agenda Can demonstrate an ability to contribute towards a safe environment Is up-to-date with legislation and current events 	A/I		
Working within Professional Boundaries <ul style="list-style-type: none"> Accepts responsibility and accountability for own work and can define the responsibilities of others Recognises the limits of own authority within the role 	A/I		

<ul style="list-style-type: none"> • Seeks and uses professional support appropriately • Understands the principle of confidentiality 			
Emotional Awareness <ul style="list-style-type: none"> • Aware of the range of emotions in self and others • Demonstrates empathy for the concerns of others • Listens to and understands directly and indirectly expressed feelings • Encourages others to express themselves openly • Manages strong emotions and responds constructively to the source of problems • Shows respect for others' feelings, views and circumstances • In highly stressful situations keeps own feelings in check, takes constructive action and calms others down. • Has a range of mechanisms for dealing with stress, can recognise when to use them and does so • Listens to personal comments without becoming defensive 	A/I		
Self-awareness <ul style="list-style-type: none"> • Has a balanced understanding of self and others. • Has a realistic knowledge of personal strengths and areas for development. • Can demonstrate flexibility of approach 	A/I		
Other <ul style="list-style-type: none"> • Ability to travel to other site locations. 	I		