



North West
London Pathology

Chelsea and Westminster Hospital NHS Foundation Trust Imperial College Healthcare NHS Trust The Hillingdon Hospitals NHS Foundation Trust

Hosted by Imperial College Healthcare NHS Trust

JOB DESCRIPTION

TITLE OF POST:	Cellular Pathology Administrative Supervisor
SALARY BAND:	Band 5
LOCATION:	Any NWL Pathology Site North West London Pathology is a multi-site facility and staff may be required to work at a site other than their main base location
RESPONSIBLE TO:	Laboratory Manager
PROFESSIONALLY ACCOUNTABLE TO:	Divisional Manager
HOURS PER WEEK:	37.5 hours per week The Job holder may be required to work out of hours including on-call, unsocial hours and contractual overtime where specified. Specific rota details are held locally within departments.



Patient-focused



Collaborative



Expert



Caring

North West London Pathology

We are an NHS partnership between Imperial College Healthcare NHS Trust, Chelsea & Westminster Hospital NHS Foundation Trust and The Hillingdon Hospitals NHS Foundation Trust. The organisation is hosted by Imperial College Healthcare NHS Trust but is jointly owned by the three Trusts. We are now one of the largest pathology providers in the UK. Our structure is based on a hub and spoke model providing pathology services at seven hospital sites across London. We process nearly 31 million tests annually, providing a wide range of diagnostic and clinical support services in North West London, serving around 280 GP practices, across six CCGs/Integrated Care System, and a population of over two million people. In addition we serve Wormwood Scrubs prison, Hyde Park Barracks, Harmondsworth Immigration Removal Centre, RAF Northolt An overview and Babylon GP at Hand who follow a digital-first model of care. The majority of routine, specialist and non-urgent activity is completed at our state of the art hub laboratory based at Charing Cross Hospital. Urgent tests required for immediate patient management and treatment are performed at our spoke site laboratories which operate 24/7. Substantial investment in new equipment and information systems has taken place over the past six years specifically digital imaging, and artificial intelligence which is anticipated to play a major role in the future of pathology services. Changes to the estates have also taken place as part of a transformation programme alongside the installation of new instrumentation.

AIM OF THE ROLE:

To be an efficient and flexible member of the Cellular Pathology Team providing a quality service to Imperial College Healthcare NHS Trust. To provide administrative support to the department / division and the management teams as required

KEY WORKING RELATIONSHIPS:

Good communication skills are essential, as the post holder is required to communicate effectively with Biomedical Scientists, Clinical Scientists, Clinicians and other healthcare providers in and out of the Trust; other Trust Directorates including Estates, IT, Human Resource, Payroll, Occupational Health. Active participation in local departmental meetings is expected.

Additional relationships appropriate to the role may be required

KEY RESULT AREAS:

1. To deliver high quality, customer-facing, confidential and effective Administrative leadership to Cellular Pathology
2. Management of staff within your line management responsibility in line with HR policies and procedures
3. To provide Secretarial and Administrative support to departmental management and Pathologists
4. As and when required, working across all roles within the administrative functions to ensure smooth running of services
5. To prioritise and distribute the secretarial and administrative workload of the department within the office ensuring completion within agreed timescales.
6. Assist in the implementation of Trust, NWLP and departmental policies and procedures
7. To possess the skills required to provide the necessary training of junior staff in the use of information systems, data entry and other functions required for the delivery of services across the administrative team.
8. Management and monitoring of performance of the administrative team, with a strong customer focus.
9. Management of the NWLP quality management system across your areas of responsibility, with timely response to incidents, complaints and other matters arising.

MAIN TASKS AND RESPONSIBILITIES:

1. Communication and Relationship Skills

- 1.1 To demonstrate politeness, courtesy and sensitivity in dealing with patients/clients, visitors/relatives and colleagues, maintaining good customer relations. In line with NWLP values and behaviours and with a strong customer focus to maintain good customer relations.

- 1.2 To promote a positive image of the Trust at all times.
- 1.3 Contribute towards sharing good practice within the department and NWLP wide.
- 1.4 To work cohesively with all members of the department team in ensuring that the very best services are provided at all times.
- 1.5 Provides and receives complex information to inform work colleagues or external contacts e.g. other departments, G.P.'s or visitors to the department, MDT coordinators. This will include explaining acronyms used in pathology, clinical phrases and technical terminology to, staff at lower grades and in training.
- 1.6 Participates in departmental meetings and contributes to effective communication within the department.
- 1.7 Communicates any difficulties, problems, accidents or incidents affecting the department to line manager promptly.
- 1.8 Deal with internal and external enquires to NWLP, including providing results where appropriate.
- 1.9 Preparation and typing of letters, reports and other documents.
- 1.10 Organise meetings.
- 1.11 Minute taking.
- 1.12 Liaise with Medical Staff, Healthcare Scientists (Biomedical Scientists & Clinical Scientists), Medical Laboratory Assistants and other staff across NWLP.
- 1.13 Work effectively with the Consultant Pathologists and administrative team to ensure MDTs are prepared in good time and liaise with MDT coordinators as needed
- 1.14 Assist junior staff with more complex enquires.
- 1.15 Handle service user enquires and issues, documenting complaints to ensure effective investigation, root cause analysis and mitigation together with support from the management team.

2. Responsibility

- 2.1 Takes part in duties without supervision at a level of autonomy requiring decision making but can refer to the management team for support.
- 2.2 Organise own work tasks or activities.
- 2.3 Manage the implementation of staff rotas. To organise the staff within the section in accordance with rotas, and in response to changes in workload and unforeseen absence.
- 2.4 Ensure that there are robust processes in place to effectively and efficiently manage all administrative activity including (but not limited to) receiving and booking in samples from external service users for expert second opinion, preparation of MDTs, typing results received from external referrals and sending away cases for reporting/second opinions, managing the communal email account and answering the phone
- 2.5 Ensure all work is completed timely and to satisfactory standards and will seek advice from senior staff when required.

- 2.6 Ensure that safe working practises are maintained according to standard operating procedures and health & safety policies.
- 2.7 Ensure that documentation is maintained to the Trust standard (including electronic records).
- 2.8 To demonstrate awareness and compliance with Trust policies, procedures, guidelines and standards. To work towards promoting this to others.
- 2.9 Identify and report clinical and non-clinical risks so that appropriate action can be taken in accordance with the Trust Risk Management policy.
- 2.10 To assist in the implementation of new methodology or working practices when required, due to changing circumstances.

3. Responsibility - Policy and Service

- 3.1 To be involved actively in the implementation of Trust policies and procedures at department level, reinforcing their use.
- 3.2 To ensure all NWL Pathology laboratory sites gain and maintain full accreditation/inspection status of National regulatory bodies including (but not restricted to):
 - UK Accreditation Service (UKAS)
 - Good Clinical Pathology Practice (GCSP)
 - Medicines and Healthcare Products Regulatory Agency (MHRA)
 - Human Tissue Authority (HTA)
 - European Federation of Immunogenetics (EFI)
- 3.3 Record and report all incidents/complaints involving staff, patients and visitors in accordance with Trust policies and assist in any investigations as required.
- 3.4 Develop, initiate, and put into practice efficient administrative practices and policies.
- 3.5 Participate in the Departmental staff meetings.
- 3.6 Chair and lead administrative meetings.

4. Responsibility - Financial and Stock

- 4.1 Management and maintenance of stock levels as appropriate.
- 4.2 Responsible for the maintenance of equipment as appropriate to the role
- 4.3 Management of referral of tests and receipt of results – management of requests for second opinions / packaging / recording of slides / blocks

5. Responsibility Staff/ HR/ Leadership, & Training

- 5.1 Supervision and management of staff undertaking Administrative functions in line with HR policies and procedures, including timekeeping, sickness absence and annual leave.
- 5.2 Be familiar with all core trust policies such as sickness reporting, annual leave requesting, health, and safety.

- 5.3 Cascade information and delegate duties as appropriate
- 5.4 Conduct and participate in the recruitment of administrative staff
- 5.5 Conduct appraisals for administrative staff.
- 5.6 Be familiar with the Health and Safety policies of the Trust and the department and ensure that they are followed to maintain a safe working environment for all employees and visitors.
- 5.7 Maintain, update and develop personal and knowledge and skills and participate in NWLP appraisal process
- 5.8 Participate fully as a team member, sharing knowledge and information and supporting colleagues, including support staff to promote a cohesive department team and the achievement of team objectives.
- 5.9 Identify self and team training needs, and prepare training needs analysis for your team with support from the training team
- 5.10 Deliver training & induction as required
- 5.11 Manage and participate in delivery of training for new staff or agency cover staff.
- 5.12 Undertake relevant training for electronic information systems (Trust and Departmental) in place & under development.
- 5.13 To have an active e-mail account, access to Cerner and other relevant Trust systems

6. Education

- 6.1 Must develop and improve your expertise and maintain a portfolio of relevant developments achieved.
- 6.2 Deliver training to staff within the department.
- 6.3 Undertake suitable training and development programmes to successfully acquire core competencies and thereafter maintain the required standards of competence when undertaking duties.

7. Responsibility- Information resources

- 7.1 Undertake relevant training for electronic information systems in place & under development and be familiar and proficient with the use of the information technology systems within the department and Trust applications
- 7.2 Must be able to manage and train others in the use of the chosen Laboratory Information System, Trust Order Communications System and other relevant Trust applications.
- 7.3 To have an active e-mail account

8. Responsibility - Research and development

- 8.1 Participate in the collection of audit and research data as required.

- 8.2 Continually assess services to optimise workflows and keep up to date with new service developments that could continue to improve the performance of services in which you are responsible.

9. Freedom to Act

- 9.1 To act independently within appropriate guidelines and refer to their manager or senior member of staff when necessary.

10. Skill/Task based Functions

- 10.1 Customer focused skills
- 10.2 Data entry of patient details and encoded requests on LIMS and hospital PAS systems.
- 10.3 Retrieval of patient results from Pathology and Trust Systems as appropriate.
- 10.4 Use of Microsoft office suite, including Word and Excel.
- 10.5 Preparation and update of SOPs and logistics functions.
- 10.6 Typing and preparation of reports, letters and confidential material
- 10.7 Administrative, secretarial and clerical functions including minute taking, report transcription and audio typing
- 10.8 Control and maintenance of office supplies
- 10.9 Filing request forms, patient slides & general correspondence
- 10.10 Use of manual and electronic filing systems
- 10.11 Data retrieval from LIMS system and Microsoft Office products.
- 10.12 Arrange meetings and booking of venues

11. Other Duties

- 11.1 To undertake any other duties commensurate with the grade as requested.

Scope and Purpose of Job Description

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The Trust is a fast moving organisation and therefore changes in employees' duties may be necessary from time to time. The job description is not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the postholder.

North West London Pathology
PERSON SPECIFICATION

POST: Cellular Pathology Administrative Supervisor
DEPARTMENT: Cellular Pathology
LINE MANAGER: Laboratory Manager

ATTRIBUTE SKILLS	MEASUREMENT	ESSENTIAL	DESIRABLE
EDUCATION	<i>Application form CV</i>	<ul style="list-style-type: none"> GCSE or equivalent pass English Language <p>AND</p> <ul style="list-style-type: none"> Diploma/Degree or equivalent experience defined as: Understands the role of and demonstrates experience in customer services supervision/management, procedures and practices and has experience in this specialist area. Practice experience of working within a customer facing environment 	<ul style="list-style-type: none"> Training in customer services
SKILLS ABILITIES	<i>Application form CV Assessment Interview</i>	<ul style="list-style-type: none"> Audio and copy typing skills Ability to prioritise workload Ability to motivate others Ability to plan ahead and manage large amounts of information Ability to work with high degree of autonomy Able to work effectively within a multidisciplinary team Effective leadership skills Experience in line management/staff supervision Sound judgement, initiative and organisational ability Proficient working knowledge of Microsoft Office Programs PC literate with experience of spreadsheets and data manipulation Ability to understand own work remit and decision making Ability to work under pressure and to tight deadlines 	<ul style="list-style-type: none"> Ability to lead a team Negotiation skills Ability to work with a range of multi-disciplinary groups

		<ul style="list-style-type: none"> • Ability to manage difficult situations • Punctual • Good organisational skills • Good oral and written communication skills • Numerate • Good customer care skills • Good telephone manner • Minute taking skills • Accuracy and attention to detail • Receptive and adaptive to change 	
EXPERIENCE	<i>Application form</i> <i>CV</i> <i>Assessment</i> <i>Interview</i>	<ul style="list-style-type: none"> • Previous experience of managing teams of administrative / admin support staff • Experience of working within an NHS or Healthcare setting • Broad knowledge of medical terminology • Experience of dealing with conflict and difficult situations • Knowledge and understanding of complex diary management • Experience in customer services environment • Experience of filing systems and general clerical duties • Minute taking skills • Data retrieval from IT systems (e.g. LIMs) system • Supervision of junior staff • Microsoft Office experience 	<ul style="list-style-type: none"> • Knowledge of current NHS issues • Previous experience of budget management • Experience of involvement in change management or service redesign • Experience of accreditation procedures and standards (e.g. UKAS, EFI, GLP) • Knowledge of regulations relevant to the department.
COMMUNICATION SKILLS	<i>Application form</i> <i>CV</i> <i>Assessment</i> <i>Interview</i>	<ul style="list-style-type: none"> • Excellent communication skills both oral and written • Deal with complex and or sensitive information • Good customer care skills • Professional telephone and email manner 	<ul style="list-style-type: none"> •
PHYSICAL QUALITIES		Such as to meet the requirements of the role with any reasonable adjustments	
VALUES	<i>Assessment Interview:</i>	Demonstrable ability to meet NWLP values	

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ADDITIONAL INFORMATION

Medical Examinations

All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract

Equal Opportunities

The Trust aims to promote equal opportunities. A copy of our Equality Opportunities Policy is available from the Human Resources department. Members of staff must ensure that they treat other members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

Safeguarding children and vulnerable adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role.

Disclosure & Barring Service/Safeguarding Children & Vulnerable Adults

Applicants for many posts in the NHS are exempt from the Rehabilitation of Offenders Act 1974. Applicants who are offered employment for such posts will be subject to a criminal record check from the Disclosure & Barring Service before appointment is confirmed. This includes details of cautions, reprimands and final warnings, as well as convictions. Further information can be found via: <https://www.gov.uk/government/organisations/disclosure-and-barring-service>. Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role. Staff are obliged to disclose to the Trust during employment any pending criminal convictions, including cautions, and any other information relevant to the safeguarding of children or vulnerable adults.

Professional Registration

Staff undertaking work which requires professional registration are responsible for ensuring that they are so registered and that they comply with any Codes of Conduct applicable to that profession. Proof of registration must be produced on appointment and at any time subsequently on request.

Work Visa/ Permits/Leave To Remain

If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

NHS Constitution

The NHS Constitution establishes the principles and values of the NHS in England. You should aim to maintain the highest standards of care and service, treat every individual with compassion and respect, take responsibility for the care you provide and your wider contribution, take up training and development opportunities provided, raise any genuine concern you may have about a risk, malpractice or wrongdoing at work, involve patients, their families and carers fully in decisions, be open if anything goes wrong and contribute to a climate where the reporting of, and learning from, errors is encouraged. You should view the services you provide from a patient's standpoint and contribute to providing fair and equitable services for all. The above is a brief summary; you are encouraged to access the full document at: <https://www.gov.uk/government/publications/the-nhs-constitution-for-england>

Dignity & Respect

The Trust requires that you treat others with dignity and respect and that you do not harass or otherwise discriminate against any other member of staff, patient or visitor to the Trust or employees of any

associated employers or contractors of the Trust on the grounds of race, colour, sex, age, disabilities, religious beliefs or sexual orientation.

Confidentiality/Information Quality Assurance/Freedom of Information

The post-holder must maintain confidentiality of information about staff, patients and health service business and be aware of the Data Protection Act (1984) and Access to Health Records Act (1990). As an employee of the Trust it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with Trust requirements and instructions. Nonetheless the post-holder should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and is responsible for helping to ensure that the Trust complies with the Act when handling or dealing with any information relating to Trust activity.

Risk Management

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigation undertaken.

Health, Safety and Security

The post holder must co-operate with management in discharging its responsibilities under the Health and Safety at Work Act 1974, take reasonable care of themselves and others, and ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors. The Trust has adopted a Security Policy in order to help protect patients, visitors and staff and to safeguard their property; all employees have a responsibility to ensure that those persons using the Trust and its services are as secure as possible. The Trust operates a strict Non-Smoking Policy.

Conflict of Interests

You may not without the consent of the Trust engage in any outside employment and in particular you are disqualified from an appointment as a chair or Non-Executive Director of another NHS Trust whilst you are employed by this Trust. In accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment position in the Trust. The NHS Code of Conduct and Standards of Business Conduct for NHS Staff require you to declare all situations where you or a close relative or associate has a controlling interest in a business or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently.

Infection control

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection and the wearing of uniforms.

Clinical staff – on entering and leaving clinical areas, and between contacts with patients, staff should ensure that they apply alcohol gel to their hands and wash their hands frequently with soap and water. In addition, staff should ensure the appropriate use of personal protective clothing and the appropriate administration of antibiotic therapy. Staffs are required to communicate any infection risks to the infection control team and, upon receipt of their advice, report hospital-acquired infections in line with the Trust's Incident Reporting Policy.

Non clinical staff and sub-contracted staff – on entering and leaving clinical areas and between contacts with patients all staff should ensure they apply alcohol gel to their hands and be guided by clinical staff as to further preventative measures required. It is also essential for staff to wash their hands frequently with soap and water.

Staffs have a responsibility to encourage adherence with policy amongst colleagues, visitors and patients and should challenge those who do not comply. You are also required to keep up to date with the latest infection control guidance via the documents library section on the intranet.

Clinical Governance and Risk management

The Trust believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of the Trust you are expected to take a proactive role in supporting the Trust's clinical governance agenda by:

- Taking part in activities for improving quality such as clinical audit
- Identifying and managing risks through incident and near miss reporting and undertaking risk assessments
- Following Trust policies, guidelines and procedures
- Maintaining your continue professional development

All Clinical staff making entries into patient health records are required to follow the Trust standards of record keeping

No Smoking

The Trust operates a smoke free policy.

Professional Association/Trade Union Membership

The Trust is committed to working in partnership with Trades Unions and actively encourages staff to join any Trade Union of their choice, subject to any rules for membership that the Trade Union may apply.

