

## Job Description and Person Specification

Job Title: Administrator



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## Job Description

**JOB TITLE:** Administrator

**BAND:** 3

**CARE GROUP:** North & West Kent Directorate

**DEPARTMENT:** Rehabilitation Service

**HOURS OF WORK:** 37.5 hours per week, Monday - Friday

**RESPONSIBLE TO:** Business Administration Coordinator

**ACCOUNTABLE TO:** Rehabilitation Service Manager

**BASE:** Albion Place, 23-29 Albion Place, Maidstone, Kent ME14 5TS

### **JOB PURPOSE:**

The band 3 Administrator will be a flexible resource to support the inpatient and community rehabilitation service across North and West Kent. They will be responsible for the organisation of their work and may have front line contact with service users, carers, the general public or other external stakeholders, as well as internal colleagues.

Post holders must be able to work confidently with an extremely varied and sometimes complex workload and be able to react to changing demands whilst demonstrating the highest levels of professionalism. This is across all aspects of the role and must be able to work in a flexible manner demonstrating the trust values.

### **KEY RESULT AREAS:**

Scope will vary with each post depending on service needs (e.g. direct contact with clients) but may include any combination of the following tasks:

Task area	Scope	Examples of tasks which could be required
<b>Customer service and communication</b>	<ul style="list-style-type: none"> <li>• Post holders will have developed skills in customer care which they will use to in their transactions with customers/clients/other external stakeholders and internal colleagues</li> <li>• Occasionally posts at this level would be expected to deal with anxious clients or visitors using basic conflict resolutions skills and calling for assistance as appropriate</li> <li>• May explain (but not interpret) procedures, rights or requirements from acquired knowledge about KMPT policies and procedures, Statutory processes to service users, internal colleagues or external agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Meet and greet – welcoming visitors and service users in courteous/prompt manner + check contact details up to date</li> <li>• Liaises with internal and external stakeholders on behalf of line manager, colleague or team member including GP's for missing information</li> <li>• Answer calls and enquiries from service users or carers, prioritising urgency and referring to most appropriate person</li> <li>• Ensure KMPT standards are adhered to in terms of all communications and timescales when answering the phone, the message to the caller and promptly redirecting where appropriate</li> <li>• Action work requests received via the generic admin inbox</li> <li>• May provide some Reception cover in absence of Administrative Assistant</li> <li>• Responds to urgent requests e.g. from GPs for letters following a consultation</li> <li>• May devise and distribute Trust leaflets and information</li> <li>• May organise interpreters as requested via the Trust Communications Team</li> <li>• May take requests for repeat prescriptions and organise for these to be issued and signed by the appropriate clinician for collection by service user or carer and order prescription pads or other supplies.</li> </ul>

<b>Technical/ Equipment/ Processing systems and information</b>	<ul style="list-style-type: none"> <li>• Posts within this banding will be using office skills in Word, Outlook, Power-point and Excel acquired through NVQ3/RSA3 or equivalent including inputting into spreadsheets, more complex charts e.g. inserting of labels and axis and more common formulas e.g. sum, mean and averages with some analysis.</li> <li>• Posts at this level will maintain records on electronic systems such as RiO for which accuracy and promptness are critical as is adherence to information governance policy and procedures.</li> <li>• May print BI reports and send to teams for action, monitoring data completeness and data quality</li> <li>• Post-holders will be expected to embrace new technology as this is rolled out across the Trust.</li> <li>• Maintaining confidentiality and processing confidential information.</li> <li>• Appropriate use of email, calendar and accessing centralised services for room and equipment bookings</li> <li>• Use of centralised postal services for out-going mail</li> <li>• Provide support to Administration Co-ordinators/Business &amp; Performance Managers in ensuring teams conform to the health and</li> </ul>	<ul style="list-style-type: none"> <li>• Development of documents e.g. letters and spreadsheets, slides, reports - to KMPT branding/standards.</li> <li>• Perform basic patient administration e.g. on RiO amending non-clinical information - entry and deletion of non-clinical information such as referrals, appointments, waiting list entries, episode information, day care, case load, procedures and A&amp;E episodic data. View and register the location of physical health records and amend local instance patient demographics only and conducting simple trace, printing clinic lists or other information</li> <li>• Perform additional activities in relation to RiO including viewing and printing prescription/medication details, view summary health information using local instance only, viewing of demographic data/health records (except personal/sensitive/sealed), unlocking of Smartcards as appropriate, ability to add items and activity to diaries/rotas, alteration of finalised clinical documentation e.g. from dictation prior to clinical verification e.g. referral, appointment and discharge letters, assessment/diagnostic reports etc.</li> <li>• May draft simple feedback questionnaires for clinician or manager approval, distribute and collate results on spreadsheet</li> <li>• Managing clinic setup according to requirements and staffing levels</li> <li>• Preparation of standard and non-standard reports on activity, basic statistics</li> <li>• Ability to cross check data from different systems to meet information needs and to highlight discrepancies</li> <li>• Operation of general office equipment including photocopier, scanners and shredders and carry out routine maintenance</li> <li>• Developing spreadsheets for recording of local information where appropriate after checking whether existing report formats are available</li> <li>• Liaison with IT Helpdesk to report problems promptly</li> <li>• Ordering of stationery and supplies from SBS and managing stationery stores</li> </ul>
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	<p>Social Care Records Policy and RiO user guidance, acting on BI reports as required.</p>	<ul style="list-style-type: none"><li>• Hold and manage the petty cash float, progressing payments and receipting cash deposits and maintaining accurate records via controlled stationery. Undertake monthly reconciliation of cash to receipts.</li><li>• Daily opening of post and despatch where there is no Admin Assistant</li><li>• Compiling duty rotas though responsibility for cover arrangements will lie with manager/clinician</li></ul>
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<b>Organisation/ Autonomy/</b>	<ul style="list-style-type: none"> <li>• Posts at this level will also prioritise workload and interpret urgent nature of calls and people presenting in person in order to pass promptly onto those appropriately qualified personnel for action</li> <li>• Post-holders will be self-sufficient and required to manage own workload and mainly work without supervision on a daily basis but this is readily available</li> <li>• Post-holders will be able to adopt a systematic and proactive approach e.g. ensuring previous documentation is available for follow up reviews</li> <li>• Manage time effectively ensuring systems and processes are efficient and do not duplicate each other or overlap with other team members tasks.</li> </ul>	<ul style="list-style-type: none"> <li>• Anticipates what needs to be done to ensure manager is in the right place at the right time with the right documents/information and in the right state</li> <li>• Really efficient diary management, understands constraints and when to say no to diary entries having first established parameters with manager</li> <li>• Arrange and co-ordinate appointments and meetings of all sizes including case conferences and pre-book appropriate resources to support the event using centralised booking system and ensuring there is adequate diary space for the manager's thinking time and time scheduled for other activity e.g. to produce reports.</li> <li>• Able to prioritise appointments and to check priorities on a regular basis with manager</li> <li>• Takes initiative to search for information manager might need e.g. required for meetings for manager's approval and thinks 2-3 weeks' ahead planning for gaps from the office and ensuring manager has all the information they need on day 1 return</li> <li>• Arrange speakers</li> <li>• Accepts draft letters and documents from managers and provides a 'top and tail' service in relation to branding, grammar, punctuation, presentation and etiquette</li> <li>• Organising maintenance repairs and reporting faults</li> <li>• Ability to work on own initiative and act independently</li> <li>• Arrange supervision, appraisal and training sessions and monitor attendance/maintain attendance records and produce statistics</li> <li>• Forwards requests for prescriptions to clinician</li> <li>• Preparation in relation to advertising, recruitment and selection</li> <li>• Processes and prepares paperwork for interview panels</li> <li>• Provides administrative support to clinicians who may have additional responsibilities added to their job plans e.g. Consultant responsibilities for research and involvement in National bodies, education, training or administrative arrangements in relation to supervision of medical and other staff e.g. arranging induction for staff on rotation</li> </ul>
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Task area	Scope	Examples of tasks which could be required
<b>Supervision/ Delegation</b>	<ul style="list-style-type: none"> <li>Post-holders will work autonomously but will receive regular supervision and appraisals by their line manager</li> </ul>	<ul style="list-style-type: none"> <li>Ensure adequate cover is provided to perform team tasks and cover Reception</li> </ul>
<b>Document preparation and record keeping</b>	<ul style="list-style-type: none"> <li>Posts at this level may be expected to produce high quality documents from a variety of software whether downloaded digital dictation or from other means</li> <li>Post-holders must be proficient in minute taking and will be requested to attend regular meetings for the purpose of minute taking.</li> <li>Follows procedures set by KMPT e.g. set out in RiO in relation to record keeping and ensures consistent methods of record keeping in line with professional and clinical standards outlined to them</li> </ul>	<ul style="list-style-type: none"> <li>Produce all types of documents in required format e.g. letters and reports, some of which might require more creative format e.g. newsletters, publicity materials and presentations</li> <li>May draft slides content where the material is loosely available/provided e.g. extracts from a report or other documentation or input from other programmes e.g. charts and tables</li> <li>May gather documents together to attach to agendas</li> <li>Provide templates for minutes or minute meetings if essential producing summary accurate action notes unless otherwise required and ensures minutes taken are typed up within one week</li> <li>Produce documents from handwritten notes, typed drafts or tape as required and increasingly from digital download</li> <li>Draft routine correspondence using KMPT branding</li> <li>Track responses to correspondence</li> <li>Record training, appraisal and supervision statistics ensuring spreadsheets are kept up to date</li> <li>Compile flexi time rotas</li> <li>Maintaining personnel files, annual leave, absence, study leave and training records for manager and produce reports on activity as requested</li> </ul>
<b>Financial resources</b>	<ul style="list-style-type: none"> <li>May deal with petty cash including holding and managing the petty cash</li> </ul>	<ul style="list-style-type: none"> <li>Maintaining financial records including expenditure, invoices etc in accordance with Standing Financial Instructions</li> </ul>

	float, progressing payments and receipting cash deposits and maintaining accurate records via controlled stationery. Undertake monthly reconciliation of cash to receipts and/or maintain basic financial records	<ul style="list-style-type: none"> <li>Responsibility for petty cash and monthly Imprest return</li> </ul>
<b>Health &amp; Safety Security Housekeeping</b>	<ul style="list-style-type: none"> <li>As with all posts, observe the required health and safety rules and take personal responsibility for security of the area within which the post-holder works</li> <li>Support clinicians when lone working</li> </ul>	<ul style="list-style-type: none"> <li>Issuing of alarms e.g. in secure work areas, conducting daily checks to ensure they are in working order, organising repairs</li> <li>Observing procedures for lone workers including holding emergency telephone</li> <li>May be asked to fetch and carry on occasion e.g. files, refreshments etc for meetings</li> <li>Organise routine maintenance in relation to premises via Site Manager where appropriate</li> <li>Keep workstations tidy</li> <li>Lock up and unlock, secure alarm and ensure workstation is secure when leaving the building</li> <li>Lone working daily checks</li> <li>Hold emergency phone for staff contact in the community</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>Maintaining records</li> </ul>	<ul style="list-style-type: none"> <li>May maintain confidential staff personal files or Adult Protection files</li> <li>May undertake basic risk assessment</li> <li>Could act as Champion other than for systems e.g. on carbon issues or other relevant projects</li> </ul>

**NB** This list is not exhaustive and it is not necessary to list every task in detail rather to convey a flavour for what might be required, and to ensure a flexible approach is taken.



**ENVIRONMENT:**

- Shared working space – Open Plan office.
- Hybrid working available.
- Prolonged use of computer/laptop, sitting in a constricted position.
- Responsible for maintaining own environment to Trust standards.
- Some exposure to distressing information.

**JOB SUMMARY:**

The band 3 Administrator will be a flexible resource to support the North and West Kent Inpatient and Community Rehabilitation Service.

- To provide comprehensive admin support to the service.
- To work with and alongside other administrators.
- Managing multiple admin inbox emails and ability to prioritise emails by recognising those that are urgent and require priority.
- Perform basic patient administration e.g. on RiO amending non-clinical information - entry and deletion of non-clinical information such as referrals, appointments,
- Responding to enquiries (written or verbal) from service users/carers, internal and external stakeholders, prioritising urgency and referring to most appropriate person.
- Arranging various meetings, preparing agendas, and taking meeting minutes.
- Taking telephone calls from staff, patients and carers.
- Provide a strong level of customer service and patient care when assisting with queries.
- Typing correspondence whether by digital dictation (BigHand) and/or copy typing.
- Formatting letters to ensure accuracy and compliance with Trust branding and standards.
- Produce routine client letters in line with standards e.g. appointment letters, discharge letters, review letters, etc.
- Managing incoming and outgoing post for the team.
- Having contact with patients, carers, relatives and other external stakeholders.
- Creating and maintaining spreadsheets.
- Ordering of stationery and other items as required via SBS (training provided).
- Dealing with invoices and expenses claims totalling less than £1000 per month.
- Maintaining of HR and personnel documentation.
- Photocopying and scanning.
- Preparation of standard and non-standard reports on activity, basic statistics.
- Provide support to Administration Coordinators/Business & Performance Managers in ensuring teams conform to the health and Social Care Records Policy and RiO user guidance, acting on BI reports as required.

*This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the manager.*

**COMMUNICATIONS AND WORKING RELATIONSHIPS:**

Administration Team  
Multi Disciplinary Teams  
Line Manager  
Colleagues within KMPT  
Service Users  
Carers and Families  
3<sup>rd</sup> Party Organisations  
External Stakeholders

**STANDARDS OF BUSINESS CONDUCT:**

The post holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions and at all times, deal honestly with the Trust, with colleagues and all those who have dealings with the Trust including patients, relatives and suppliers.

**HEALTH AND SAFETY:**

The post holder will be required to observe local Health and Safety arrangements and take reasonable care of him/herself and persons that may be affected by his/her work.

**SAFEGUARDING:**

All staff have a duty to identify, report and record incidents of potential or actual abuse. This statement applies whether the victim is an adult or child. All queries will be addressed by the Trust Safeguarding Team.

**PERFORMANCE REVIEW:**

This job description will be used as a basis for individual performance review between the post holder and the manager.

The job description covers only the key result areas, and as such does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service.

The post holder will need to take due account, in the way they achieve the key result areas of Trust policies and procedures.

The Trust aims to maintain the goodwill and confidence of its own staff service and users and the general public. To assist in achieving the objective it is essential that at all times, employees carry out their duties in a courteous and sympathetic manner.

The post holder will carry out their duties in accordance with the Trust equal opportunities Policy respecting the differing backgrounds of colleagues and clients.

**CONTINUOUS IMPROVEMENT:**

The Kent and Medway NHS and Social Care Partnership Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in development and improving services to the benefit of patients.

**THE TRUST'S MISSION STATEMENT:**

To put patients first by providing community based, high quality and responsive healthcare services, delivered by well trained and supported staff who work with relatives, carers and other agencies in the best interests of patients.

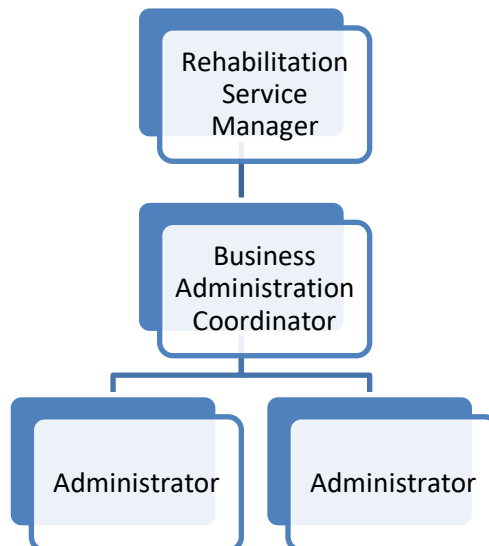
**STATEMENT OF THE TRUST'S AIMS AND VALUES:**

- To remain patient focused at all times by providing high quality and responsive healthcare services in hospitals and the community.
- To work closely with patients, their families, carer groups, local communities and other organisations ensuring care is co-ordinated.
- To respect and develop every member of staff by encouraging and supporting them in their personal and professional development and by valuing their input through recognition and individual reviews.
- To be innovative and proactive by encouraging staff to initiate new ideas in working practices and ensuring a process and continuous improvement in the way services are provided.
- To provide best practice and value-for-money by reviewing and evaluating services and sharing information internally and externally.

**CONFIDENTIALITY:**

The Kent and Medway NHS and Social Care Partnership Trust employees are required to ensure that information about patients is safeguarded to maintain confidentiality and is kept securely in accordance with NHS requirements of 1999. (The Caldicott Committee's Report on the review of patient-identifiable information 1997, & HSC/1999/012). This means that patient information can only be passed to someone else if it contributes to the provision of care or the effective management of health care services within the Trust.

**ORGANISATION CHART:**



**JOB DESCRIPTION AGREEMENT:**

**Job Holder's Signature:**

**Date:**

**Manager's Signature:**

**Date:**

## Person Specification

### Knowledge, Skills, Training and Experience

Business Support Administrator	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to NVQ level 3 / RSA3 or equivalent</li> <li>GCSE in Maths and English or equivalent</li> </ul>	
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>Minimum basic Excel setting up of spreadsheets and updating for reports</li> <li>Preparation of documents to high quality using Word</li> <li>Use of Outlook for updating of calendar and appointments</li> <li>Prioritisation and organisation of work and ability to meet deadlines</li> <li>Good keyboard skills</li> <li>Ability to interact with colleagues and clients courteously</li> <li>Problem solving</li> <li>Numeracy</li> <li>Accuracy and attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>Intermediate level Excel application of basic formulas and exception reporting</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Customer facing role</li> <li>Previous paid employment or administrative/office work for minimum of 2 years</li> </ul>	<ul style="list-style-type: none"> <li>Working in and for a team</li> <li>Previous NHS experience</li> </ul>
<b>Freedom to Act</b>	<ul style="list-style-type: none"> <li>Works within standard administrative procedures</li> </ul>	
<b>Emotional Effort</b>	<ul style="list-style-type: none"> <li>Occasional indirect exposure to distressing or emotional circumstances</li> </ul>	