

JOB DESCRIPTION

POST TITLE:	ADMINISTRATION MANAGER (Specialist Children's Service)
BASE:	Fir Tree House, Upton Hospital
BAND:	5
LINE MANAGER:	Business and Performance Manager
PROFESSIONAL ACCOUNTABILITY:	Business and Performance Manager

OUR VISION AND VALUES

Our **vision** is to **be a great place to get care, a great place to give care.**

Our values are:

- **Caring** for and about you is our top priority
- **Committed** to providing good quality, safe services
- working **Together** with you to develop innovative solutions

JOB SUMMARY

You will be responsible for the management of the administration function across Specialist Children's Service. Working as part of the wider speciality leadership team, the key requirements of the job will be to monitor and support the delivery of key performance targets. To provide support to the Head of Service, Business and Performance Manager, and clinical leads. To provide a patient focused service, including administration support/line management to all admin teams across all sites. You will also be expected to assist and lead in formulation and implementation of service policies, service operating procedures and strategies through efficient use of resources. As part of this role will evaluate and develop processes and systems to ensure a caring, quality service is provided both to patients, service users and staff.

RESPONSIBILITIES

1. To lead on administration function across Specialist Children's Service for daily operational requirements and meeting service delivery requirements
2. Line management of administrative staff inclusive of supervision and appraisals
3. To contribute to the delivery of service targets by supporting the senior management team to continually improve performance within the service
4. To provide operational expertise and management support to all members of the service.
5. To oversee and ensure that the Child Development Centre - Fir Tree Houses Reception meet the operational requirements and service delivery across children services.

SERVICE DELIVERY

1. Develop and review plans to achieve patient access targets at service level
2. Ensure that administrative systems and processes support the development and implementation of service plans
3. Where identified, communicate and implement process changes in services to clinical and admin staff
4. Using activity information, actively manage demand and capacity of the service
5. To manage and monitor changes to the administrative systems of the service i.e. referrals, EHCA etc
6. Where required, carry out the role system administrator for computerised information systems used by the service/trust
7. To provide operational expertise and support to service users, service providers and partner agencies e.g. advising local authorities, social services, external hospitals and trusts
8. Apply in depth knowledge of the speciality areas and associated waiting list processes in accordance with agreed clinical priorities
9. Have full working knowledge of hospital information systems and cascade this knowledge both to admin and clinical staff
10. Identify emergent and recurring operational problems and facilitate resolution with senior management input where appropriate
11. Responsibility for overseeing review lists, caseloads and waiting lists, working closely with clinicians and admin staff
12. Attend designated meetings where the information may be complex and sensitive, taking and transcribing minutes. Distribute information prior to and coming out of meetings
13. To manage the ordering and procurement of the service resources
14. To oversee and ensure that clinical equipment is maintained, calibrated and procured to ensure that optimum patient service is provided for the CFAA service.

PERFORMANCE MANAGEMENT

1. Responsible for the provision of information to support the activity planning and monitoring processes at service level
2. To support the provision of information for service returns i.e. RTT's, KPI's, CQUINS, quality schedules and contracting
3. Collate, analyse and present data received for management and service information as required
4. Ensure that systems and processes are in place to prevent breaches in line with trust waiting list and policies/SOP's are implemented and monitored effectively taking remedial action as required
5. Responsible for providing continuous updates for service meetings.

STAFFING

1. To provide a day to day operational lead role for admin staff, ensuring that all admin staff receive the required support to carry out their roles effectively
2. To provide feedback and encouragement to team members in day to day operations and personal development
3. To ensure that any training needs identified are implemented
4. Manage a rota for the service, ensuring that all clinicians are fully supported and that any staff shortages are resolved, and that absences are covered appropriately i.e. annual leave, sickness, training etc and escalated to the line manager if needed
5. Support and assist the Business and Performance Manager to line manage members of the administrative team including supervision and leading on appraisals, recruitment and performance
6. To plan and implement local in-house induction programmes with all new starters on their first day with the CYPF department.

AUDITS

1. Responsible for updating or providing information as required.

SERVICE IMPROVEMENT

1. To lead on service improvement as agreed, and supporting others during times of change and working with others to overcome problems and issues as they arise.
2. Participate in relevant internal and external working groups/projects, services and initiatives to provide information and analytical advice to strategic leads.

COMMUNICATION

1. To effectively communicate in both written and verbal form, negotiating, motivating and persuading to achieve outcomes
2. To act as a point of contact for partner organisations, receiving or providing information and managing as required
3. Communicate effectively with all clinical and non-clinical staff to ensure that local and national targets are achieved.
4. To ensure effective communication with service users, relatives and carers, visitors, staff and others.
5. To provide and maintain a good service with the focus on 'customer care' for service users with the ability to deal with difficult people.
6. To exchange factual information with service users and when needed using persuasion, tact, reassurance, empathy and acknowledging barriers to understanding and modifies communication responses.
7. Provide and receive complex, sensitive, contentious and conflicting information/guidance. Using a variety of skills, e.g. diplomacy, assurance, support and collaboration, deal with frequent telephone/face-to-face enquiries from clinicians, service users, partner agencies and external health partners.
8. To ensure that all communication is within the boundaries of service user confidentiality.

PERSONAL DEVELOPMENT

- To take every reasonable opportunity to maintain and improve own knowledge and competence. Identifying own learning needs and contribute to own Personal Development Plan

GENERAL

1. This is a varied role where you'll be expected to undertake the range of responsibilities specified above, working together with your line manager and colleagues to ensure that the activities of this post make a real difference to our patients. Your line manager may ask you to undertake other reasonable duties to facilitate the smooth running of your service or team.
2. We are an equal opportunities employer and you'll be expected to role model equality of opportunity, live the values and always operate in accordance with our Equal Opportunities Policy.
3. Health and Safety at work is important to us and we would like you to role model the highest standards of behaviour and go above and beyond by adopting excellent practice where it links to the health and wellbeing of our colleagues. It is important that you cooperate with us to ensure that statutory and departmental safety regulations are adhered to.

BEHAVIOURS

In addition to the responsibilities and requirements outlined in this job description, you should refer to the associated and expected behaviours that are relevant to this role - your line manager will be able to provide you with this detail.

Our values define the behaviours we are all expected to display during the course of our work and they underpin our organisational recruitment, appraisal, reward and development processes.

LOCATION/MOBILITY

We may require you to work at or from a different work base or location from time to time, to meet service demands and deliver an operational service. Given the geographical nature of the Trust, you may be required to travel between Trust premises as part of your role.

We also may need to change your work base on a permanent basis and if this is the case, we will consult with you in line with our policies and procedures.

FLEXIBILITY

We may need to amend your job description and/or your duties from time to time in order that we can continue to provide the best possible service to our patients. It is important that you work with us to deliver our services, by complying with lawful and reasonable instructions, by adapting to new ways of working, and by attending training courses as requested from time to time.

CONTINUING PROFESSIONAL DEVELOPMENT

You'll be expected to attend and contribute to staff meetings and forums, supervision sessions, training courses, seminars and workshops, all of which will contribute to the development and enhancement of our current working practices.

You will also be expected to participate in all personal review meetings and to take responsibility for your own personal and professional development and the professional accountability for your role.

DATA PROTECTION ACT

We are all expected to be aware of the Data Protection Act and to follow the local Codes of Practice to ensure appropriate action is taken to safeguard confidential information.

HEALTH & SAFETY

We all have a responsibility for health and safety, risk assessment and workplace inspections, and you will be expected to take reasonable care for your own health and safety and that of others.

You will also be expected to co-operate with your colleagues to ensure that statutory regulations, policies, codes of practice and departmental safety procedures are adhered to, and to attend any training programmes that we consider to be relevant.

INFECTION CONTROL

The Health and Social Care Act 2008: (code of practice on the prevention and control of infections and related guidance) sets out responsibilities for NHS managers, Heads of departments, Clinical Leads and all staff to ensure patients are cared for in a clean and safe environment. Cleanliness and prudent antimicrobial stewardship (AMS) is essential to ensure that people who use health and social care services receive safe and effective care.

Prevention and appropriate management of infection is of paramount importance in the quality and safety of the care of patients and to the safety of staff and visitors. As a core element of the trust's clinical governance and risk programmes, all staff are required to be aware of their responsibilities and comply with infection prevention and control policies and guidelines.

CONFIDENTIALITY

We all have a responsibility to make sure that we don't disclose any information of a confidential nature relating to the services we provide or in respect of any service user, client or third party. This applies both during and after your employment.

You must not remove or copy any documents or tangible items including software which belong to the Trust or which contain any confidential information unless you have specific permission to do so. When you leave our employment, or if you are asked, you must return all documents and tangible items which are in your possession or are under your control, but which belong to us or contain or refer to any confidential information.

You should be aware that a breach of confidentiality may result in your dismissal and that, regardless of any disciplinary action that we may take, a breach of confidence could result in civil action for damages.

DATA QUALITY

We are all responsible for making sure that our data and electronic records are updated, accurate, relevant, reliable, and completed in line with our record keeping standards and policies.

CLINICAL GOVERNANCE

We aim to provide the highest standards of care. To help us achieve this aim, you are expected to follow acceptable working practices as defined in our policies and guidelines. You also have a personal responsibility to your colleagues and patients to keep yourself up to date with any changes to policies and to report any practice that you consider to be unacceptable through the appropriate channels.

ASYLUM & IMMIGRATION ACT 1996 AND AMENDMENTS

We need to make sure that we comply with the Asylum and Immigration Act 1996. To do this, we check the documentation of all applicants to confirm that they have the right to work in the UK. We won't offer employment to any applicant who does not have valid leave to remain and work in the UK or whose leave is subject to conditions which prevent them from taking up employment with us.

If your leave to remain and/or right to work status changes during the course of your employment, we will determine what impact this may have on our ability to continue employing you.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a responsibility for safeguarding individuals who come into contact with our services, whether they are a child or young person, a person with Learning Disabilities or an older or vulnerable adult.

We adhere to the Berkshire Local Safeguarding Children Boards Child Protection Procedures, which places a duty of care and responsibility on us all to safeguard and promote the welfare of children.

SMOKE FREE

We operate a smoke free policy which means that smoking is not permitted on any of our sites. This also applies when you are travelling in vehicles (including owned and lease cars) whilst on official business, parked on our premises in privately owned vehicles, or transporting services users or visitors. We will not support taking additional breaks during the working day to smoke off site. Further information can be found in the Staff Smoke Free policy.

PERSON SPECIFICATION
ADMIN MANAGER (Specialist children's service)

CATEGORY	ASSESSMENT METHOD		
	Application Form Essential or Desirable	Interview Essential or Desirable	Selection Tool
<u>Education/Qualifications/Training</u> <ul style="list-style-type: none"> Degree or able to demonstrate an equivalent level of knowledge, skills and experience in a relevant discipline. Any Business, or Administrative qualification e.g. NVQ or able to demonstrate an equivalent level of knowledge, skills and experience. 	<p align="center">ESSENTIAL</p> <p align="center">ESSENTIAL</p>	<p align="center">ESSENTIAL</p> <p align="center">ESSENTIAL</p>	<p align="center">A/I</p> <p align="center">A/I</p>
<u>Previous Experience</u> <ul style="list-style-type: none"> Significant and demonstrable experience in either a PA or Senior Administrative Relevant knowledge and skills to the nature of this role. Considerable experience of organising and managing meetings/events and multiple diaries. 	<p align="center">ESSENTIAL</p> <p align="center">ESSENTIAL</p> <p align="center">ESSENTIAL</p>	<p align="center">ESSENTIAL</p> <p align="center">ESSENTIAL</p> <p align="center">ESSENTIAL</p>	<p align="center">A/I</p> <p align="center">A/I</p> <p align="center">A/I</p>

<ul style="list-style-type: none"> • Experience of line management and supervision of staff including performance and absence management. • Confidentiality and tact necessary for dealing with the most senior level and the most complex and sensitive information • Experience of managing data for performance and reporting purposes. • Understanding of personal accountability • Knowledge and experience of the NHS and local health and social service functions. • Experience of using RIO system, Docman, Prodcitate, and Dragon Software. 	<p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>DESIRABLE</p> <p>DESIRABLE</p>	<p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>DESIRABLE</p> <p>DESIRABLE</p>	<p>A/I</p> <p> </p> <p> </p> <p> </p> <p> </p>
<p>1. <u>Knowledge, Skills & Abilities</u></p> <ul style="list-style-type: none"> • Keyboard skills ensuring a high level of concentration, accuracy and speed • Excellent working knowledge and proficiency in the use of Microsoft Office Suite – Outlook, Word, Excel, PowerPoint • Ability to effectively prioritise and manage a varied and demanding workload to meet urgent deadlines • Ability to clearly present information both verbally and in writing • Able to use initiative and demonstrate ability to work without direct supervision • Able to demonstrate influencing skills across hierarchies and disciplines 	<p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p>	<p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p>	<p> </p> <p> </p> <p> </p> <p> </p> <p> </p> <p> </p>

<ul style="list-style-type: none"> • Proven ability to take and produce accurate minutes of meetings • Able to communicate with a wide range of stakeholders – patients, public, clinical and managerial • Ability to gather data, analyse, compile information and prepare reports • Ability to organise resources and establish priorities • Ability to develop, plan, and implement short and long range goals • Ability to develop and maintain record keeping systems and procedures • Proficient IT skills, with the ability to quickly adapt to new technologies. 	<p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p>	<p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>
<p>2. <u>Additional Requirements</u></p> <ul style="list-style-type: none"> • Strong Interpersonal skills • Ability to act and ensure delivery • Responsive and flexible attitude and approach • Self-motivated, proactive and innovative • Adaptability/ flexibility to work in a changing environment • High levels of resilience • Able to work with a high degree of autonomy to deliver service outcomes in a timely manner • Effective communicator, with the ability to work using own initiative • Ability to initiate self-learning and development 	<p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p>	<p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p> <p>ESSENTIAL</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>

<ul style="list-style-type: none"> • Reliable and honest • Able to travel to sites across Berkshire geographical area to meet the business needs • Occasional flexibility in hours worked • Ability to work in a busy, open plan office. 	ESSENTIAL	ESSENTIAL	I
	ESSENTIAL	ESSENTIAL	I
	ESSENTIAL	ESSENTIAL	I
	ESSENTIAL	ESSENTIAL	I
	ESSENTIAL	ESSENTIAL	I

Selection Tool: **A = Application Form,** **I = Interview,** **P = Presentation,** **T = Test**