

<b>Job Title</b>	<b>Administration Team Leader</b>		
<b>Agenda for change Band</b>	4	<b>Budgetary responsibility</b>	Responsible for the purchase of some supplies/physical assets
<b>Date Reviewed</b>	18/05/2023	<b>Management Responsibility</b>	Day to day management of a team

## Job Summary

- a) To lead a team of administrators.
- b) Be responsible for the smooth running of the patient journey by ensuring that co-ordinated and streamlined administrative processes revolve around the patient and their individual needs.
- c) Provide cross-cover for other Team Leaders to ensure a consistent and effective administration service is maintained at all times.

## General Duties

1. Line manage direct reports including all stages of recruitment, retention, attendance, performance management and annual appraisals.
2. Be responsible for the preparation of duty rosters ensuring appropriate cross-cover arrangements are in place where necessary to maintain a comprehensive and responsive administration service.
3. Ensure workload is allocated fairly across all teams and staff work flexibly to accommodate the needs of the patient and the clinical team they are supporting.
4. Monitor the performance of the team in relation to achieving targets such as national waiting list targets and high quality, patient focussed services.
5. Authorise staff timesheets and claim forms in accordance with Trust policy.
6. Ensure all team members are appropriately trained and competent in all appropriate electronic systems and standard operating procedures relating to their role. Arrange appropriate training and development where updating of skills / knowledge is required. Conducting regular appraisals for team members.
7. Set expectations regarding levels of customer services and ensure all staff understand these and maintain them.
8. To receive enquiries courteously and efficiently from patients, carers, colleagues and external agencies, ensuring that accurate records, are maintained and appropriate action is taken in a timely manner.
9. Action any change in patient's personal details, ensuring electronic data is kept up to date.
10. To process confidential patient-sensitive documentation to and from patients, other healthcare professionals and external agencies.

11. Be responsible for the co-ordination and implementation of all administrative processes along the patient pathway to ensure that the patient's journey is managed efficiently, smoothly and in accordance with targets and agreed timescales.
12. Review administrative policies and procedures for the team and propose developments and improvements as necessary.
13. Cascade and/or escalate details of any delays or bottlenecks within the administration / booking process which will affect the patient journey and / or delivery of clinical services.
14. Provide guidance and act as a subject matter expert on the application of standard operating procedures and Trust policies.
15. Prepare relevant documentation for and attend meetings relevant to the role as required.
16. Take formal minutes or notes at meetings and distribute appropriately.
17. To order and maintain stationary/ materials in accordance with Trust policy and authorise orders where required, working within allocated budget limits.
18. Liaise directly with management where appropriate to ensure any complaints received are recorded and actioned promptly.
19. Carry out data analysis and produce reports (routine and ad-hoc).

### **Trust Values**

All staff are expected to strive to make the Trust values 'what we do' – to inspire, develop and support every one of us to live our values, every patient, every colleague, every day.

Each post holder is expected to ensure they live the values of:



**PATIENTS FIRST**



**WORKING TOGETHER**



**ALWAYS IMPROVING**

These values are about us all helping each other to deliver great patient experience more consistently – involving people who use our services, their families, carers, staff, and partners in continuing to improve the experience people have using and delivering our services

## Person Specification

The purpose of this specification is to identify the attributes required by applicants to perform the duties in the job description. The specification will be used to shortlist applicants and to compare how well candidates match the agreed specification. It will also be used by potential candidates to understand expectations and identify how their skills, behaviours and experience will be assessed.

<b>Skills and competencies</b>
People management
Advanced Microsoft Office skills
Time management
Teamwork
Communication
Ability to learn and assimilate information quickly
Diplomacy
Team development
Data analysis
Problem solving
Prioritisation
Organisational skills

<b>Qualifications, knowledge and experience</b>	
<b>Essential</b>	<b>Desirable</b>
NVQ Level 4 or equivalent experience e.g. good knowledge across a range of administrative work procedures including non-routine elements	Previous experience of working in an acute hospital setting
Educated to GCSE (or equivalent) standard, with a pass in English and Maths	Competent in the use of ESR and Healthroster
Experience of administration in a customer- focused environment	Supervisory or office management experience
Experience of dealing with non-routine and complex problems, progress chasing, resource and staff allocation	
Ability to compose correspondence from fragmented instructions	
Experience in delivering training sessions	

**Additional Information**

This job description is designed to help post-holders understand what is expected of them in their role though, please note, it focuses upon the core requirements of the post. Other related duties within the employee's skills and abilities will be expected whenever reasonably instructed. The job description may be amended in consultation with the post-holder within the scope and general level of responsibility associated with the post. It is the post-holder's responsibility to ensure that they adhere to all Trust policies, procedures and guidelines relating to their employment, regardless of their position.

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.

**Safeguarding**

The Trust is committed to safeguarding children, young people, and adults at risk within its care. As an employee you are accountable to ensure that you know how to respond when you are concerned for the safety of a child, young person, or adult at risk. The Trust will support you in this process by providing training, support, and advice. There is a Corporate Safeguarding Team who can be contacted for guidance, support, and safeguarding supervision. For children and adults, you should be aware of your responsibilities detailed in UHS policies and procedures and local safeguarding children and adult boards procedures.

**Mental Capacity Act 2005**

All staff are required to ensure knowledge regarding the Mental Capacity Act 2005 (MCA) at a level deemed essential for their role. The level of training required will be specified to members of staff and is dependent on their role. It is important that staff understand and comply with local policies and procedures relating to MCA to ensure the Trust can act in an individual's best interest when providing care. This helps to ensure ongoing adherence to our legal obligations and ensuring we put the needs of our patients first.

**Job Reference – IJES01025SW**