

Job Description

UHS profile

We provide services to over 1.9 million people living in Southampton and south Hampshire, plus specialist services such as neurosciences, cardiac services and children's intensive care to more than 3.7 million people in central southern England and the Channel Islands.

As an organisation we're also a major centre for teaching and research in association with the University of Southampton and partners including the Medical Research Council and Wellcome Trust.

This is who we are and every single one of our staff, whether frontline, or working behind the scenes, makes a valued contribution towards our story.

Our vision is to work with our partners at the leading edge of healthcare for the benefit of our patients. We are a centre of clinical academic excellence where new treatments are being discovered, new healthcare professionals are being trained and cutting edge developments are being put into practice. Although we share many features with other large university hospitals across the world we believe that we stand out because of our ambition to improve and our heartfelt compassion for the patients we look after.

Our Values

Everything we have achieved is thanks to over 10,500 staff and together we've defined three values which we work to:

Patients first

Working together

Always improving

We aim to make our values 'what we do' – to inspire, develop and support every one of us to live our values; every patient, every colleague, every day.

Our 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

Job title:	Administrator
Grade:	2-4 depending on experience
Directorate:	Trust Wide
Type of contract:	Bank
Hours per week:	37.5 hrs per week
Responsible to:	Senior Management Team
Accountable to:	Senior Management Team
Location:	University Hospital Southampton

Main Purpose

The post holder will provide temporary cover for a comprehensive range of administrative and clerical roles throughout the Trust on an ad-hoc basis. The roles will vary based on the requirements and demands of the department and post covered.

Key working relationships

Internal: Office Managers, Supervisors, Medical Secretaries, Patient Services Centre, Other Administration teams e.g. Ward Clerks, Multidisciplinary

External: Medical Secretaries, G.P's, Surgery staff, Patients, Relatives/Carers

General Duties

Administrative Duties

Ensure patient information is maintained and updated on the appropriate patient information system.

Prepare letters to be sent out, ensuring that all copied parties receive a copy of the document.

Monitor work lists for Choose and Book to monitor Consultant workflow and escalate to Team Leaders if necessary.

Type, from audio-dictation, hand written or word processed sources, clinical reports, discharge summaries and all correspondence to patients, healthcare professionals and external agencies.

To carry out general administrative duties such as filing, photocopying and assisting with organisation of events/meetings

Receive and process all incoming correspondence, paper and electronic, ensuring it reaches the appropriate place within the required deadlines.

Find and provide requested data/information using agreed procedure and format

Photocopying, faxing and shredding of documents in accordance with hospital policy

Filing all patient details i.e. medical reports, correspondence in accordance with hospital policy

Medical Records/Outpatients/Admissions

Maintain an accurate and up to date filing system (manual and electronic), ensuring accuracy of patient case notes.

Register new patients to the service, creating new hospital notes when appropriate.

To assist in organising, where appropriate, outpatient clinics, locating notes and booking appointments.

To support the team in finding additional outpatient appointment slots for patient to ensure all waiting time and choice targets are adhere to.

Communication

Courteously and efficiently receive all telephone enquiries from patients, carers and external agencies in relation to hospital admissions, appointments and general enquiries, ensuring that accurate records, both manual and electronic, are maintained and appropriate action is taken in a timely manner.

To pass on calls and enquiries to relevant team members ensuring urgent messages are prioritised.

To maintain absolute confidentiality regarding all matters relating to the service, including but not limited to patient information.

Respond to enquiries, and take appropriate action on behalf of the service, either by telephone, correspondence or personal contact within agreed time frame.

Reception Duties

Act as the first point of contact for visitors, greet and help direct patients, their relative and members of staff from other areas.

Ensure that patient's time of arrival and departure is recorded on relevant systems.

Work with the reception team to manage the desk and reception area, ensuring that it is presentable at all times and dealing with any queries / questions as they arise

NHS Standards of Business Conduct and Professional registration

All employees/workers must abide by the guidance set out in the NHS Code of Conduct and Standard Business Conduct for NHS Staff (HSG 93/5), as amended or replaced from time to time. Managers must also comply with the NHS Code of Conduct for Managers.

All clinical professionally regulated staff must abide by the codes of conduct issued by their respective regulatory bodies (e.g. NMC, GMC, HPC) and ensure that they maintain updated registration as required by the role.

Duty of Care

You are responsible for ensuring that the patient, family and carers are at the centre of everything you do.

Be open, honest and willing to acknowledge when something has gone wrong. Make timely apologies and take action to report incidents, including near misses; to ensure that as an organisation we learn.

You should continuously seek to reduce harm by speaking up to managers and leaders if you believe that a lack of skills, knowledge or resources place patients at a risk of harm or if your concerns are not being listened to. Managers and leaders must listen to others when they raise concerns and take action.

Wholeheartedly commit to learning about safety, continually striving to improve excellent care. Develop your own ability to detect and correct defects.

Health and Safety

Staff are reminded of their responsibility to take care of their own personal safety and others whilst at work. In addition, no person shall interfere with, or misuse anything provided in the interests of health, safety and welfare.

Infection Prevention and Decontamination of Equipment

All staff are reminded of their responsibility to take care of their own personal safety and others whilst at work. In addition, no person shall interfere with, or misuse anything provided in the interests of health, safety and welfare.

Child Protection/Safeguarding

All staff providing services to patients and children are reminded of their responsibility to adhere to Trust and Departmental Child Protection and Safeguarding policies including employment checks.

Confidentiality

All employees/workers of Southampton University Trust are reminded of the need to treat all information, particularly clinical and management information, as confidential.

Any employee/worker who wilfully disregards Trust and Departmental policies may be liable to serious disciplinary action including dismissal.

This job description will be reviewed yearly as part of the annual individual performance review, to ensure that it reflects the responsibilities of the post. No changes will be made without full consultation with the postholder.

Person Specification

The purpose of this specification is to identify the attributes required by applicants to perform the duties described in the job description. These are identified as either essential, ie those without which the job could not be performed adequately, or desirable, ie those which, although not essential, could enhance job performance. These criteria should be capable of being measured in some way through the selection process either by information given on the application form and references or by aptitude test results or questions planned for the interview. The specification should be used to shortlist applicants and to compare how well candidates match the agreed specification.

People with disabilities may apply for this post. Please specify here if there are any physical or mental impairments/disabilities which may prevent performance of this post to an acceptable level.

You may be asked what arrangements - if any, can be made to overcome the disability ie provision of equipment or changes to the physical working environment/job tasks.

Post Title: Administrator band 2-4

Directorate/Department: Trust Wide

Headings	Essential	Desirable	Means of Assessment
Living the Trust Values	Able to demonstrate behaviours that meet the Trust Values Patient First Always Improving Working Together		Application and Interview
Qualifications training required	Educated to GCSE standard or equivalent	Secretarial qualification AMSPAR qualified Medical Terminology	Application
Previous or relevant experience necessary	Office administration experience Previous clerical work including data input Customer service experience Experience in MS word and Excel	Experience in NHS environment	Assessment/Interview
Aptitudes and skills required	Good clear written communication Good verbal and telephone communication Ability to work within team Ability to multi-task effectively Ability to organise and prioritise own workload Good use of Windows applications		Assessment/Interview

Personal qualities	Ability to remain calm, work effectively under pressure and to perform to tight deadlines Self motivated Friendly and cheerful disposition		Interview
Special requirements of the post	Must be able to work unsupervised Understanding of confidentiality issues		Interview
Outside interests	Other interests/commitments should not impact candidate's ability to do this job effectively		Application and interview

