

Job Title:	Senior Administrator
Band:	Band 4
Hours:	Full-Time 37.5 hours per week
Department:	STEP Team
Location:	St Giles CMHT, 1 St Giles House, St Giles Road, London SE5 7UD
Reports to:	Business & Admin Manager
Responsible for:	N/A

Job Summary:

We are looking to employ an enthusiastic and committed Senior Service Administrator to join the STEP Team based at St Giles. You will be responsible for providing a proactive, comprehensive administrative service to a multi-disciplinary team, enabling the team to operate effectively and efficiently.

The post-holder will be expected to provide clinic support such as booking appointments and clinical correspondence. They will manage and oversee the administrative components of the Trusts electronic patient journey system (EPJS), i.e. inputting referrals and patient information, monitoring and updating operational data and to support the team with monitoring service-related activity data.

To assist the Business Manager to co-ordinate the day to day administrative resources for the team.

Our values and commitments:



Key Responsibilities:

1. Administrative duties and requirements:

- Providing professional administrative support including, photocopying, filing, scanning, post, arranging appointments and meetings as required.
- Ordering stationery and being responsible for the follow-up of orders ensuring correct delivery and stock items for the team as appropriate.
- To be able to take minutes of meetings as required.
- Help people in a diplomatic and tactful manner, screening and routing calls as appropriate, taking clear and concise messages and dealing with general enquiries.
- Booking interpreters and translating services.

- Add referrals to the Trust Electronic Patient Journey System (EPJS). Trace patient demographic details through the NHS Summary Care Record system. Oversee the administrative and contracting component of EPJS, ensuring patient details are updated and accurate at all times – while adhering to timescales and data protection.
- Contribute to Health and Safety requirements as requested by the Business Manager. i.e contact Trust Estates and Facilities Department to report any faults or works required around the centre.
- Manage petty cash as required.
- Support administrative trainees and agency staff.
- Process a sound knowledge of Microsoft Office programmes – Outlook, Word and ExCel
- To ensure sensitive information and confidentiality is maintained
- To assist with Eroster entries as required.
- To have excellent organisational and communication skills with a keen eye for detail.
- To be proactive, assertive, adaptable and work well in a team setting and to be able to provide a high quality service.

2. Service requirements

- Provide administrative cross cover for the wider teams based at the centre as requested by the Business Manager.
- Provide reception cover during annual leave and other leave as required.
- Post holder may be required to train as a nominated fire warden, first aider and/or health and safety champion – depending on service need.

3. Communications and Working Relationships include:

- ❖ Service Users/Carers/Relatives Daily
- ❖ Team Members Daily
- ❖ Team Members on other inpatient wards Daily
- ❖ Medical Staff Daily
- ❖ Admin Colleagues and Business Manager Daily
- ❖ Community Mental Health Team Staff Regularly
- ❖ Outpatient Department Staff Regularly
- ❖ Mental Health Act Office Regularly
- ❖ Data Protection Office Regularly
- ❖ GPs Regularly

About South London and Maudsley:

South London and Maudsley NHS Foundation Trust (SLaM) provide the widest range of NHS mental health services in the UK as well as substance misuse services for people who are addicted to drugs and alcohol. We work closely with the Institute of Psychiatry, Psychology and Neuroscience (IoPPN), King's College London and are part of King's Health Partners Academic Health Sciences Centre. There are very few organisations in the world that have such wide-ranging capabilities working with mental illness. Our scope is unique because it is built on three major foundations: care and treatment, science and research, and training.

SLaM employ around 5000 staff and serve a local population of 1.1 million people. We have more than 230 services including inpatient wards, outpatient and community services. Currently, provide inpatient care for approximately 5,300 people each year and treat more than 45,000 patients in the community in Croydon, Lambeth, Lewisham and Southwark; as well as substance misuse services for residents of Bexley, Bromley and Greenwich.

By coming to work at SLaM, you will gain experience of being part of an organisation with a rich history and international reputation in mental health care. You will have access to professional development and learning opportunities, and have the chance to work alongside people who are world leaders in their field. SLaM delivered more than 14,000 training experiences in 2014; providing an extensive range of learning opportunities for staff at all levels. In addition, our working relationship with King's Health Partners allows those working at the Trust to get involved in academic research.

Trust Policy and Procedures:

Confidentiality:

Confidentiality/data protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust Information governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.

Equal Opportunities:

Promote the concepts of equality of opportunity and managing diversity Trust wide.

Health and Safety:

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.

Infection Prevention and Control:

Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with Trust policy.

Professional standards and performance review:

Maintain consistently high professional standards and act in accordance with the relevant professional code of conduct. Employees are expected to participate in the performance review process.

Service/Department standards:

Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.

Finance:

All Trust staff will comply with the financial processes and procedures.

Safeguarding Children & Vulnerable Adults:

Employees must be aware of the responsibilities placed on them under the Children Act 1989, 2004 and the trusts safe guarding vulnerable adults policy.

Code of Conduct:

The post holder is required to adhere to the standards of conduct expected of all NHS managers set out in the Code of Conduct for NHS managers.

This job description will be subject to regular review and adjustment.

SUMMARY:

This job description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development of the post holder.