

JOB DESCRIPTION

JOB TITLE:	Senior Administrator
DEPARTMENT:	Directorate of Biochemistry and Point of Care Testing
BAND:	4
REPORTS TO:	Consultant Chemical Pathologist
ACCOUNTABLE TO:	Lead Biomedical Scientist Deputy Directorate Manager Directorate Manager

JOB SUMMARY

The post-holder is responsible for providing a comprehensive, high quality and efficient administrative and secretarial service to the Biochemistry Directorate including the Chemical Pathology Lipid Service consultant team.

The post holder will liaise with key contacts at all levels including internal team members, Senior Managers within the directorate.

The post holder will deal directly with individual enquiries from patients, clinicians, and other professionals, providing information within the terms of MFT confidentiality policies. The post-holder will be required to follow policies and procedures and communicate effectively as appropriate.

KEY DUTIES AND RESPONSIBILITIES

- Assist in providing a professional response and administration of Lipid, Sweat test and GTT clinics for the directorate as applicable.
- Create, implement, and maintain Lipid, Sweat test and GTT clinic templates on Hive.
- Preparation of clinics ensuring all relevant documentation and case notes are available to clinical staff.
- Arranging investigations/appointments within the Trust and outside as and when required.
- Administration/secretarial support to consultant chemical pathologists, including management of diaries and calendars and arrangement of meetings as required.
- Manage, draft and type clinical correspondence including GP letters, clinic appointments and processing of letters, reports and materials ensuring Trust and departmental deadlines are met.
- Ensuring urgent matters are responded to and brought to the attention of the appropriate person in a timely fashion reporting any problems or issues to senior staff and seeking clarification if unsure of procedure/s.
- Responsible for the timely processing of referrals, including using Choose and Book and involving the prioritising by medical staff and ensuring that the 2/52 cancer target is met where appropriate.

- Preparation of clinics ensuring all relevant documentation and case notes are available to clinical staff.
- Validate RTT pathways, ensure continuity, discharge and closing of pathways as required.
- To participate in in-house supervision.
- To assist with the Induction and Training of new Team Members.
- To participate in own appraisal and performance review with line manager.
- To maintain patient confidentiality at all times.
- The post-holder would be expected to commit to on-the-job learning, where necessary i.e. expansion of medical terminology knowledge, relevant policies and procedures.
- Liaising with GP's regarding referral/results to ensure that the minimum data set is recorded on HIVE.
- Filing investigation reports post review and sign off by the medical teams.
- Arranging meetings and diary management, this may include junior medical staff.
- Dealing with telephone enquiries, promptly and communicating accordingly thereafter.
- Dealing with all patients and their relatives/carers in a caring and professional manner, providing admission/appointment information where appropriate.
- Dealing with the waiting lists of the Consultant / clinical team as and when required.
- Monitoring and maintaining waiting lists in conjunction with the waiting list clerks.
- Maintaining stationery stock.
- Undertaking routine clerical duties and any other tasks relevant to the role as requested as and when required.
- Follow departmental Standard Operation Procedures (SOP's).
- Follow the Trust's OP DNA policy, considering any departmental guidelines.
- Complying with the Data Protection Act and Caldicott guidelines in relation to confidential data.
- Cross cover of colleagues and co-ordination of leave in line with the dept/divisional arrangements.
- Attendance at training events that may be relevant in the execution of your duties.
- The post-holder may be required to take informal minutes.
- The post-holder may be expected to actively participate in department audits by data gathering or sorting as and when required.
- To undertake any other duties which may be reasonably expected of the grade.
- Participate in audit processes, drug trials, and research projects, as required.
- To attend regular departmental meetings and contribute to effective communication within the department.
- Stationery monitoring and NHS Supply Chain ordering within budgetary constraints.

Management

- To support the workflow within a section or sections of the department ensuring that agreed turnaround times and services are maintained whenever possible.
- Assist the department in maintaining the accreditation to UKAS ISO 15189.
- Ensure that personal work activity is managed to make effective use of time.

- Reschedule and prioritise work in the event of unexpected situations and technical problems. Deal with and resolve problems as they arise and report them to senior staff as appropriate.

Education and Development

- Undertake on-going training and development and update Professional Development Plan to match the needs of the service.
- To assist in the production and update of training material.

Policy

- Work in a safe manner in accordance with Laboratory Health and Safety policies and procedures.
- Adhere to Standard Operating Procedures, bringing areas of risk to note to senior staff as required

KEY RELATIONSHIPS

Works as part of the Laboratory Team and liaises with:

- Chemical pathologists, Quality and Chief BMS staff and Clinical Scientists across the wider department.
- Hospital Staff and Directorate
- Customers
- Members of the Public

Supplementary Information

INFECTION CONTROL

It is a requirement for all staff to comply with all infection control policies and procedures as set out in the Trust's Infection Control manual. The postholder is also responsible for ensuring all their staff attends mandatory training, including infection control and to provide support to the Director of Infection Control.

HEALTH AND SAFETY

The Trust has a statutory responsibility to provide and maintain a healthy and safe environment for its staff to work in. You equally have a responsibility to ensure that you do nothing to jeopardize the health and safety to either yourself or of anybody else. The Trust's Health and Safety Policies outline your responsibilities regarding Health & Safety at Work.

The post holder must not willingly endanger him/herself or others whilst at work. Safe working practices and safety precautions must be adhered to. Protective clothing and equipment must be used where appropriate.

All accidents/incidents must be reported to your Senior Manager and documented as per Trust Policy, including the reporting of potential hazards.

SAFEGUARDING

Ensure that the policy and legislation relating to child protection and Safeguarding of children, young people and vulnerable adults are adhered to. It is the responsibility of all staff to report any concerns to the identified person within your department/division or area of responsibility.

SECURITY

The post holder has a responsibility to ensure the preservation of NHS property and resources.

CONFIDENTIALITY

The post holder is always required to maintain confidentiality in all aspects of their work.

TEAM BRIEFING

The Trust operates a system of Team Briefing, which is based on the principles that people will be more committed to their work if they fully understand the reason behind what is happening in their organisation and how it is performing.

NO SMOKING POLICY

The Trust operates a no smoking control policy, which applies to all staff, patients and visitors and extends to the hospital grounds as well as internal areas.

THE TRUST IS AN EQUAL OPPORTUNITIES EMPLOYER

This job description indicates the main functions of the post holder and may be subject to regular review and amendment in the light of service development. Any review will be undertaken in conjunction with the post holder and in line with Trust policy.