

**JOB DESCRIPTION**

**Job Title:** Administrator

**Reports to:** Lead Administrator

**Responsible to:** Deputy Programme Manager/Programme Manager

**Location:** Bowel Cancer Screening Programme (MRI site)

**Job Summary**

To provide a full range of administrative support to the Bowel Cancer Screening Centre and maintain a functional administrative working environment. The postholder will work as a fully active member of both the Bowel Cancer Screening and Bowel Scope Screening services and will be required to maintain and when necessary, improve good working practices.

**Duties and Responsibilities****Core Duties: -**

- Responsible for the co-ordination and preparation of all clinics
- Arrange pre investigation appointments, Colonoscopy/Flexible Sigmoidoscopy procedures and post investigation appointments at the identified screening locations
- Data entry into the Patient Information systems in a timely manner including Diary Management
- Attend and dispose of all clinics using the Patient Information systems in a timely manner
- Ensure patients are added to the waiting list on the Patient Information systems as appropriate
- Request Histopathology and X-ray reports from third party providers
- Liaise with other departments regarding screening pathway progressions/outcomes
- Liaison with medical/nursing staff regarding urgent appointments
- Responsible for cancellation of clinics under instruction of the Admin Lead/Programme Manager
- Responsible for data entry/maintenance of the Screening Centre Patient Tracking Spreadsheet
- Responsible for dealing with patient enquiries including using initiative to appropriately handle sensitive issues
- Open and action mail as required

- On-line ordering of office stock and non-stock stationary items, ensuring adequate levels of stationary
- Become fully conversant and continually update knowledge of IT systems within the department, in particular case note tracking, pathway management including the 62 and 31 day to treatment plan
- Suspend/cancel and tailor clinics according to planned medical/surgical leave with the full support of the Line Manager
- Assist in the maintenance of office filing systems
- Photocopying, duplicating, scanning and filing as required
- Assist in the training and supervision of new staff at Admin & Clerical should the need arise

The principle responsibilities are not an exhaustive list of duties only a general guide to the post. The Job Description may change over a period of time to meet the exigencies of the services within the Directorate

### **Supervision and Accountability**

- Reports to Lead Administrator/Deputy Programme manager
- Does not need daily or direct supervision

### **Health & 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 jeopardise the health and safety of either yourself or of anybody else. The Trust's Health and Safety Policies outline your responsibilities regarding Health and Safety at Work.

### **Security**

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

### **Confidentiality**

To maintain confidentiality at all times in all aspects of the work.

### **Team Briefing**

The Trust operates a system of team briefing which is based on the principle that people will be more committed to their work if they fully understand the reasons behind what is happening in their organisation and how it is performing.

### **The Trust also operates a Non – Smoking Policy**

The policy applies to staff, patients and visitors and extends to the hospital grounds as well as internal areas. Staff appointed will undertake not to smoke on hospital premises.

**WE SEEK TO BE AN EQUAL OPPORTUNITY EMPLOYER  
PERSON SPECIFICATION**

**Administrator**

**Essential Criteria**

- Good verbal and written communication skills
- Good basic numeracy and literacy skills – at least 5 GCSE's Grade A-C including English and Maths or equivalent
- Organisational / Prioritisation skills
- Willingness to be trained
- Previous recent clerical experience minimum 2 years
- Experience of reception duties / customer relations
- Experience of working in a team environment
- Computer literate / IT trained
- Ability to support training and induction of new members of staff
- Ability to supervise junior staff
- Able to work to deadlines without needing direct supervision
- Good interpersonal and team working skills
- Punctual with good attendance record
- Helpful and cooperative attitude

**Desirable Criteria**

- 2 years previous NHS experience
- Previous care environment experience
- Previous supervisory experience
- Previous experience of training / induction of new staff
- Evidence of liaising with more than one discipline
- Knowledge of hospital environment / routines
- Knowledge of requirements of patients
- Previous experience using HIVE/EPIC system

**Recommended Training**

- Customer Care
- Bowel Cancer Screening System
- HIVE
- Outlook
- Excel
- Data Protection
- Case-note tracking and retrieval
- Access to Health Records
- Health and Safety procedures

- Basic induction training into hospital, general practice and community procedures
- NVQ level 2 in related subject e.g. healthcare administration
- NVQ level 2 in supervisory skills