

Job description and Person Specification

Thank you for considering a role at [Cambridge University Hospitals NHS Foundation Trust](#), which includes Addenbrooke's and the Rosie Hospitals.

About Us

The Trust is one of the largest and busiest hospitals in the country and is a leading clinical and academic centre with a national and international reputation for excellence. Recognised as providing 'outstanding' care to our patients and rated 'Good' overall by the Care Quality Commissioner, is testament to the skill and dedication of the people who work here. It is their teamwork, energy, commitment and imagination that make us one of the best hospitals in the UK.

Our Values

The Trust's philosophy is to keep the patient at the heart of everything we do and we expect staff to uphold our values of **Together - Safe, Kind, Excellent** at all times. The Trust's Values and Behaviour Standard is attached to this job description; it provides more information about the type of behaviour we expect and love to see, and those we do not want to see. In considering whether to apply for the post you should consider whether you understand and feel able to live our Values.

Supporting you to be the best you can be

The Trust is committed to bringing the best out of its employees. We want everyone who works here to enjoy job satisfaction and feel proud to be an employee of the Trust. Each pay band has a set of Performance Standards which explains the level of competency and standard of delivery required to perform the role, you can download the performance standard for this post with the application pack. The Trust is committed to providing on-going feedback, development and an annual appraisal discussion.

Your Health and Well-Being

As a world leading healthcare organisation, CUH is a champion of good health and is committed to providing a smoke free campus to protect its staff, patients and visitors. Smoking is not permitted on the CUH campus and all employees must comply with the requirements of the CUH No Smoking Policy and support the processes and practices in place in relation to patients and visitors.

Your health and well-being are important to us. If you have a disability or long term health condition and have questions or concerns about the role, or indeed any aspect of working at CUH, and how this may impact on your health, please contact Recruitment Services to discuss how we can best support you throughout the recruitment journey and as a member of the CUH family.

We offer an extensive staff benefits package, including childcare, flexible-working schemes and the NHS pension scheme along with a range of facilities that includes on-site sport and leisure facilities. Do visit our website for more information about working at CUH and living in Cambridge: [Working for us](#)

Submitting your application

Please read this job description thoroughly before submitting your application. As well as meeting the essential requirements of the person specification, be sure that you can demonstrate commitment to our Values, teamwork, reliable attendance, dedication and the ability to show compassion, care and respect to our patients, visitors and colleagues.

We recommend that you download the 'Information for Applicants - Completing your application' document which provides further details about how to complete each section of your application form and further information about the application process.

Job title:	Private Patients Officer
Band:	Band 4
Hours of work:	37.5 hours per week
Location:	Addenbrooke's Hospital
To whom responsible:	Senior Private Patient Officer
Job summary:	To support the professional administrative service provided by the Paying Patients Unit to all users including patients, relatives, consultants, and colleagues and ensure all income from private activity is correctly identified, charged and collected.

Key duties and responsibilities:

1. Help maximize the Trust's potential to carry out private patient activities at a time when the Trust is capacity constrained.
2. Raise invoices accurately and monitor payments as per financial and departmental guidance.
3. Use initiative to help influence, re-design and introduce new working practices which will benefit the Private Patient Team.
4. Liaise with all stakeholders including consultants and insurance companies to ensure authorisation for payment is secured for all private patients' activities.
5. Work collaboratively with all internal and external stakeholder to ensure swift and effective resolution of queries to avoid income loss.
6. Actively assist in communicating changes to processes and policies to staff across the Trust.
7. To liaise with patients, clinicians, administrative staff and insurance companies regarding all privately insured patients and those wishing to fund their treatment on a self-pay basis.
8. Complete all administrative functions including the updating of electronic patient records and necessary private patient databases where necessary.
9. Monitor work queues and to use these to carry out appropriate administrative functions associated with the Private Patient Officer role.
10. To ensure knowledge and understanding of Private Patient regulations, policies and procedures remains up-to-date and correct treatment pathway is maintained in line with the published DoH guidelines.

11. Carry out a range of complex administrative tasks specific to the work of the Paying Patients Unit.
12. Work effectively and efficiently, proactively identifying better ways of working, sharing ideas with others to improve private patients' experience.
13. Update patient records using Trust electronic PAS systems (e.g. EPIC) to ensure all private patient activities are correctly identified and billed.
14. Deal effectively with enquiries face to face, via telephone and email, escalating to senior managers where appropriate to do so.
15. Provide a range of documents e.g. Letters, spreadsheets, posters to ensure that Private Patients have appropriate information to help make the right decision and secure Trust income.
16. Be accountable for ensuring and monitoring work produced by yourself and the team is of the quality and quantity required, ensuring expected Trust and department standards and deadlines are met.
17. Calculate the required cost of treatment and ensure that payment is received prior to the patient being admitted.
18. Raise invoices and collect cash or process credit card payments for self-paying patients to settle their accounts as required.
19. Notify the Accounts Receivable Team of any refunds and obtain authorisation as required.
20. Work with the Credit Control team to respond to any invoice challenges raised by private medical insurers, providing appropriate evidence and within terms specified by the insurers to ensure that invoices are paid in a timely way.
21. Monitor the shared mailboxes and ensure that all emails are dealt with appropriately.
22. Escalate any difficult issues to the Private Patients Supervisor for further guidance.
23. To maintain strict confidentiality at all times in accordance with the Hospital's Code of Practice.
24. Build and maintain excellent working relationships with consultants and their teams; demonstrating excellent communication skills demonstrating detailed understanding of price packages, inclusions and exclusions.
25. Work as part a team and provide cover for other Private Patient/Overseas Visitor Officers during periods of absence
26. Any other administrative duties that are commensurate to the role.

General Compliance:

1. To comply with all Trust Policies and Procedures, with particular regard to

- Risk Management	- Health & Safety	- Information Governance
- Confidentiality	- Data Quality	- Freedom of Information
- Equal Opportunities	- No Smoking	- Being Open: a duty to be candid
2. All staff have a responsibility to comply with the current infection prevention and control policies, procedures and standards and ensure they have received an annual update on infection prevention and control issues including hand hygiene. All staff should practice and encourage appropriate hand hygiene and act professionally to ensure the hospital environment is clean, safe and tidy.
3. To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
4. To follow all the Trust Security policies and procedures and be vigilant to ensure the safety and secure environment for care.
5. All managers/supervisors have prime responsibility for health and safety as part of their normal line management function. They are responsible for the health and safety of people, areas and activities under their control. This responsibility cannot be delegated.
6. All staff that have access to or transfers any data are responsible for those data, it must be kept secure and they must comply with the requirements of the Data Protection Act 2018 and the General Data Protection EU Directive (GDPR). All data must be kept in line with the Trust's policies and procedures. Data includes all types of data i.e. patient, employee, financial, electronic, hard copies of printed data or handwritten data etc.
7. The post holder is responsible for data quality and complying with the policies, procedures and accountability arrangements throughout the Trust for maintaining accuracy and probity in the recording of the Trust's activities.
8. The Trust is committed to carefully screening all staff who work with children and vulnerable adults. If this applies to this post, the appointment will be subject to a satisfactory Disclosure and Barring Service disclosure (formerly the CRB disclosure) of the appropriate Level.
9. All staff will receive training on Child Protection -Safeguarding Children Policies and Procedures as part of Induction and updates, this will equip the post holder with the knowledge of what you will need to do if you have concerns about the welfare of a child/young person under aged 18.
10. Participate in an annual Appraisal and Development Review meeting and ensure you are meeting the Trust's Performance Standard for the post.
11. CUH is a smoke free campus. All employees must comply with the requirements of the No Smoking Policy and support the processes and practices in place in relation to patients and visitors
12. To uphold the Trust Values and Behaviours standard.
13. Perform any other duties that may be required from time to time.

Every post holder can make a difference to a patient's experience. You will come across patients as you walk around the hospital; we rely on all our staff to be helpful, kind and courteous to patients, visitors and each other. This job description may be altered to meet changing service needs, and will be reviewed in consultation with the post holder.

Our Trust values and behaviours

Values	Behaviours	Love to see	Expect to see	Don't want to see
Safe I never walk past, I always speak up	Safety	Shares lessons learned to help others to improve safety.	Always follows agreed safety and wellbeing procedures. Learns from mistakes and asks for help if they need it.	Shows a lack of focus on safety and wellbeing in their day-to-day work.
	Raising concerns	Encourages others to raise concerns about safety or attitude.	Speaks up every time standards on safety, care or dignity are not met. Welcomes feedback.	Keeps concerns to themselves, and rejects feedback about their own behaviour.
	Communication	Seeks ways to enhance understanding of information being communicated to meet people's needs.	Keeps people informed and gives clear explanations in ways people can understand.	Doesn't give people the information they need. Uses jargon inappropriately.
	Teamwork	Encourage others to contribute and demonstrates better ways of working within and across teams.	Works as part of a team. Co-operates and communicates with colleagues. Values other people's views.	Excludes others and works in isolation.
	Reassuringly professional	Is constantly aware that what they say and do affects how safe other people feel.	Is calm, patient and puts people at ease. Takes pride in their own appearance and our environment.	Passes on their negativity/stress. Is critical of other teams or colleagues in front of others. Displays unprofessional appearance.
Kind I always take care of the people around me	Welcoming	Goes out of their way to make people feel welcome.	Is polite, friendly, makes eye contact, smiles where appropriate and introduces themselves. 'Hello my name is...'	Ignores or avoids people. Is rude or abrupt, appears unapproachable/ moody.
	Respectful	Applies a broader understanding of the diverse needs of patients/ colleagues. Supports others to be themselves.	Treats everyone as an equal and valued individual. Acts to protect people's dignity.	Ignores people's feelings or pain. Makes people feel bullied, belittled or judged.
	Helpful	Thinks about the needs of others. Goes the 'extra mile' for other people.	Is attentive and compassionate, helps people who need help, or finds someone who can. Never walks by.	Makes people feel like a burden: 'It's not my patient / job / problem'.
	Listen	Makes time to listen to people even when busy.	Listens to people in an attentive and responsive manner.	Disinterested, dismissive or talks over people.
	Appreciate	Goes out of their way to make people feel valued for their efforts and achievements.	Encourages people's efforts. Notices when people live up to our values, says thank you.	Doesn't notice or appreciate people's efforts.
Excellent I'm always looking for a better way	Aiming high	Their positive attitude inspires others to achieve the highest levels of quality.	Always aims to achieve the best results.	Accepts mediocrity or moans without looking for solutions.
	Improving	Helps others to find creative solutions to problems and shares good practice.	Suggests ideas for better ways of doing things and looks for opportunities to learn.	Resists change: 'we've always done it this way'.
	Responsible	Shows enthusiasm and energy to achieve excellent results.	Takes responsibility and has a positive attitude.	Avoids responsibility. Blames or criticises others.
	Timely	Always respects the value of other people's time.	Is on time, efficient, organised and tidy. Apologises and explains if people are kept waiting.	Misses deadlines or keeps people waiting, without explanation/apology.
	Makes connections	Helps others to understand how services connect.	Thinks beyond their own job and team to make things easier for people.	Focuses on their own department needs to the detriment of the people they serve.

Post Title: Private Patients Officer

Band: 4

Department: Paying Patients Unit

How evidenced: **A** = Application Form **I** = Interview **T** = Test

Factors	Essential Criteria	How Evidenced	Desirable Criteria	How Evidenced
1 Qualifications	<ul style="list-style-type: none"> Educated to NVQ level 4 / Business Admin / Accounting Technician (AAT) or equivalent 	A/I	<ul style="list-style-type: none"> MS Excel and other MS Office Packages Evidence of continuous professional development 	A/I/T
2 Experience	<ul style="list-style-type: none"> Experience of working in the NHS or private healthcare sector Experience of working in a busy clerical/office environment Data entry experience and documentation Significant customer service experience Experience of dealing with difficult situations and confrontations Experience of Microsoft office IT packages – particularly Excel Secretarial / administrative experience Prioritising, planning and organising own tasks. Experience of producing documents to a high standard 	A/I A/I A/I A/I A/I A/I A/I	<ul style="list-style-type: none"> Experience of billing for private healthcare treatment Experience of working with medical records and/or EPIC. Experience of working with finance systems and/or Oracle. Experience of liaising with external stakeholders such as insurance companies 	A/I A/I A/I

3 Knowledge	<ul style="list-style-type: none"> • Understanding of confidentiality, data protection and information governance • Sound knowledge of office procedures • Understanding of customer service 	A/I A/I A/I	<ul style="list-style-type: none"> • Understanding of private patient policies within the NHS • Knowledge of the Trust including awareness of priorities • Knowledge of Trust information systems • Knowledge of Medical Terminology • Awareness of NHS targets and Trust priorities 	A/I A/I A/I A/I A/I
4 Skills	<ul style="list-style-type: none"> • Ability to work as part of a team • Excellent communication skills including telephone, email and face to face • Ability to multitask, prioritise, organise and manage own time keeping to schedule and deadlines. • Ability to use own initiative and work autonomously and under pressure. • Ability to communicate service-related information to all stakeholders (managers, colleagues, consultants, clients and families). • Ability to show attention to detail and accuracy and ability to demonstrate sound judgment. • Ability to provide/receive complex or sensitive information relevant to the post to/from stakeholders. • Ability to store and safeguard confidential documents. 	A/I A/I A/I A/I A/I A/I A/I		

5 Additional Requirements	The ability to understand and behave at all times, towards patients, visitors and colleagues according to the Trust values of <i>safe, kind, excellent.</i>	A/I		
----------------------------------	--	-----	--	--

Information for Applicants - Terms and Conditions of Employment

This information is a summary of the main terms and conditions for pay, annual leave, hours and pension that is governed by the NHS Terms and Conditions of Service Handbook.

Pay

The advertisement provided the information about the pay band for this role. All pay bands have a minimum and maximum point with opportunity for progression to the next pay step point when a minimum length of service has been reached. This is subject to meeting expected levels of performance. For more information about Agenda for Change Pay please visit: <http://www.nhsemployers.org/your-workforce/pay-and-reward/pay/agenda-for-change-pay>

New entrants to the NHS will normally commence on the minimum point of the pay band. Only in exceptional circumstances where the employee has considerable relevant experience to the post can a higher starting salary be considered. If a current NHS employee applies for a post at a higher band they move onto the higher band receiving a promotional increase in accordance with NHS Terms and Conditions. Current NHS employees transferring on the same pay band retain the same salary.

Pay Progression

Employees will receive progression to the next pay step point (where available) subject to meeting expected performance and compliance requirements. If you are an existing NHS employee applying for a role on the same band, progression will be awarded in accordance with the Trust's current ADR and Pay Progression policy. If you are new to the Trust or are applying for a promotion, progression will be awarded in accordance with the new national framework agreement.

Hours

Full time is 37.5 hours per week and is in accordance with the working patterns/rota patterns within the ward/department. These may be changed from time to time depending upon patient / service needs. If the post you have applied for is part time, the salary will be calculated pro rata to 37.5 hours. If you are required to work nights/weekends/public holidays you will receive the appropriate unsocial hour's enhancements.

Annual Leave Entitlement

This is dependent on complete years of NHS service.

Years NHS service	Annual leave entitlement per year
0-5 years completed NHS service	202.5 hours (based on 27 days x 7.5 hrs per day) plus public holidays (pro rata for part time)
5-10 years completed NHS service	217.5 hours (based on 29 days x 7.5 hrs per day) plus public holidays (pro rata for part time)
Over 10 years completed NHS service	247.5 hours (based on 33 days x 7.5 hrs per day) plus public holidays (pro rata for part time)

Pension

Employees are automatically enrolled onto the NHS Pension Scheme upon commencement. There is both an employer and an employee financial contribution to the pension scheme, with the employee contribution ranging from 5% to 14.5% depending upon your salary. New employees will receive a detailed information pack on commencement. For further information about the scheme and how to opt out following commencement, please visit www.nhsbsa.nhs.uk