

# SHAPE YOUR STORY

## Recruitment Information Pack



Fixed Term 1 Year  
Band 4 Cellular Pathology PTL Administrator





### OurVision

To be a high-performing group of NHS hospitals, renowned for excellence and innovation, providing safe and compassionate care to our patients in east London and beyond.

### WeCare about our ambition for excellence

Our WeCare values shape everything that we do, every single day. They are visible in every interaction we have with each other, our patients, their families and our partners.

WeCare about everything from the appointment letters our patients receive, to the state of our facilities when they walk through the door, to the care and compassion they receive when they are discharged. WeCare that the people who join our trust will hold the same values as we do, so our values are embedded within our recruitment and selection processes. WeCare that you feel valued working here, so our values also guide our training and development and performance and talent management. WeCare about working with suppliers that live and breathe our values too.

We have come a long way on our journey to delivering safe and compassionate care. By embracing these values as the way we behave around here, we will achieve our ambition for excellence.

Value	Key behaviours
<b>W</b> <b>WELCOMING</b>	<ul style="list-style-type: none"> <li>Introduce yourself by saying "Hello, my name is ..."</li> <li>Smile and acknowledge the other person(s) presence</li> <li>Treat others as you would wish others to treat you</li> <li>Ensure the environment is safe and pleasant for our patients, our colleagues and our visitors</li> </ul>
<b>E</b> <b>ENGAGING</b>	<ul style="list-style-type: none"> <li>Get involved in making improvements and bring others with you</li> <li>Encourage feedback from patients and colleagues and respond to it</li> <li>Acknowledge efforts and successes; say thank you</li> <li>Use feedback to make improvements, and empower colleagues to do this without needing to seek permission</li> <li>Appreciate that this may be a new experience for patients and colleagues; help them to become comfortable</li> </ul>
<b>C</b> <b>COLLABORATIVE</b>	<ul style="list-style-type: none"> <li>Give time and energy to developing relationships within and outside own team</li> <li>Demonstrate pride in Team Barts Health</li> <li>Respect and utilise the expertise of colleagues</li> <li>Know your own and others' part in the plan</li> </ul>
<b>A</b> <b>ACCOUNTABLE</b>	<ul style="list-style-type: none"> <li>Always strive for the highest possible standard</li> <li>Fulfil all commitments made to colleagues, supervisors, patients and customers</li> <li>Take personal responsibility for tough decisions and see efforts through to completion</li> <li>Admit mistakes, misjudgements, or errors; immediately inform others when unable to meet a commitment; don't be afraid to speak up to do the right thing</li> <li>Do not pretend to have all the answers; actively seek out those who can help</li> </ul>
<b>R</b> <b>RESPECTFUL</b>	<ul style="list-style-type: none"> <li>Be helpful, courteous and patient</li> <li>Remain calm, measured and balanced in challenging situations</li> <li>Show sensitivity to others' needs and be aware of your own impact</li> <li>Encourage others to talk openly and share their concerns</li> </ul>
<b>E</b> <b>EQUITABLE</b>	<ul style="list-style-type: none"> <li>Value the perspectives and contributions of all and ensure that all backgrounds are respected</li> <li>Recognise that individuals may have different strengths and needs, and that different cultures may impact on how people think and behave. Be curious to find out</li> <li>Work to enact policies, procedures and processes fairly</li> <li>Be open to change and encourage open, honest conversation that helps foster an inclusive work and learning environment</li> <li>Remember that we all have conscious and unconscious bias; get to know what yours are, and work to mitigate them</li> </ul>



## Job Particulars

<b>Job Title</b>	Cellular Pathology PTL Administrator
<b>Pay Band</b>	Band 4
<b>Location</b>	The Royal London Hospital
<b>Reports to</b>	Office Manager
<b>Responsible to</b>	Divisional Manager

### 1. Job Purpose

The main purpose of this role is to ensure the comprehensive tracking and escalation of samples for patients on cancer pathways. This involves being an active and supportive member of the departments administrative and clerical team, ensuring a smooth and effective service.

In summary, the post holder will ensure:

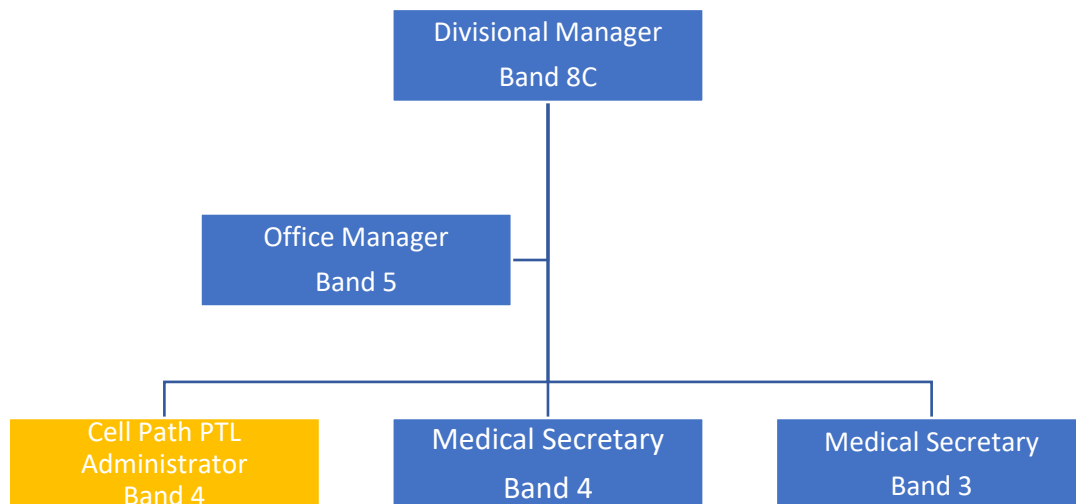
- All patients on PTL lists with pending histology are tracked every day
- Work closely with consultants and the laboratory management team to ensure timely reporting of samples
- Liaise with external and locum partners to escalate pending reports
- Liaise closely with CMP's within the Cancer and Diagnostic Team
- Support the coordination of workflows
- Provide general office support to staff within the service
- Ensure all databases are updated for audits and learning
- Deal with telephone and email queries.

### 2. Key Working Relationships

Internal	External
<b>Senior Laboratory staff and supervisors</b>	Other Pathology Disciplines across Barts Health
<b>Band 2/3/4 MLA staff</b>	Clinical staff across the Trust
<b>Scientific, clerical and medical staff in Pathology</b>	Porters and delivery drivers
	GP surgery staff.
	Locum consultants a



### 3. Structure Chart



### 4. Main duties, responsibilities and results areas

#### General

1. To use the Laboratory Information Management System (LIMS) and other patient data systems according to the authorised protocols for entering accurately, checking and verifying patient demographic data into LIMS.
2. Communicating and recording authorised patient's results accurately to healthcare practitioners. These are of a complex and sensitive nature.
3. To comply with local and national policies for the safe, secure and confidential processing and storage of patient and other laboratory information.
4. Printing and sorting of patient results for postage to other locations.
5. To be responsible for the sorting, filing, storing and archiving of appropriate records.
6. To work collaboratively with all members of staff and to promote effective teamwork.
7. To attend and participate in appropriate staff and section meetings.
8. To be welcoming and treat everyone associated with the Trust with courtesy and respect.





9. To be respectful and maintain and promote the professional image of Cellular Pathology.
10. Booking in of specimens as they arrive in the laboratory.
11. Typing of histology, cytology and post mortem reports using the department's computer system. Input and retrieve information from the LIMS
12. Collection and collation of slides and reports as required for Clinico-path conferences.
13. Handling telephone enquires in a polite and helpful manner and take messages and forward them as appropriate.
14. Upkeep and maintenance of hard-copies of reports including the preparation of reports for permanent archiving.
15. To provide secretarial assistance to medical and senior management staff, and if requested to the laboratory staff as and when required.
16. Assist the Office Manager / Divisional Manager and other secretaries to maintain / review secretarial policies and procedures.
17. Maintain professional development, via training, study days and appraisals.
18. To organize, administer and take minutes at meetings as required, ensuring all relevant documentation is forwarded to those involved in advance of any meeting arranged.

### **Administration & Support**

1. To be responsible for copy and audiotyping typing of reports onto the laboratory Information System.
2. To be responsible for the retrieval of slides and reports for MDT meetings from archives.
3. To be responsible for dealing with manual and electronic correspondence.
4. Maintain efficient electronic and paper filing systems to facilitate effective data retrieval.
5. Ensure all incoming calls are answered or referred as appropriate to the relevant personnel.
6. Creation, modification and distribution of reports using Microsoft software packages.
7. To advise senior staff when stocks of stationery are approaching minimum stock levels.
8. Take part in the collection and distribution of department post.
9. Any other general duties consistent with the grade.

### **Quality**



1. Follow policies for quality control working to the specified standards. Take corrective action and/or report to their line manager if work fails to meet the specified standards.
2. Assist in the achievement of all key performance indicators (e.g. TATs).
3. Ensures that error logs are maintained and incident forms are completed in accordance with departmental policies.
4. Follows risk management and governance policies and procedures.
5. To be aware of and work to appropriate accreditation standards (e.g. UKAS, MHRA, HTA etc).
6. Assist with audits as directed by the Office Manager.

### **Management**

1. Maintain and promote a professional image and standards of conduct.
2. Participates in appraisal.
3. Works with laboratory management in formulating working practices and policies for the department.
4. Maintain awareness of Trust and Departmental Policies and their application.
5. Deputizes for the Office Manager

### **Training**

1. Undertakes relevant training that is deemed necessary for the post and personal development.
2. Attend all mandatory training at the appropriate frequency.
3. Assists in the induction and training of new staff as directed by the Office Manager.

### **Health & Safety**

1. Ensures that work is carried out safely is carried out in accordance with departmental policies.
2. Ensures that incident forms are completed in accordance with departmental policies.
3. Escalates non compliances and incidents to line manager.

### **Research and Development**

1. Participates in the introduction of new processes into the department.
2. Help with administrative tasks associated with departmental research projects.

### **Infection Prevention and Control**



1. Adhere to Trust policy and infection control principles and standards to minimise patient risk and ensure high quality patient care.
2. Undertakes appropriate training to ensure they, (and their team), have the right skills and are competent.
3. Responsible for keeping the environment clutter free, clean and raises issues of concern in the interest of staff and patient safety.
4. Ensures high cleaning standards to prevent infection and increase patient's confidence.

## 5. Working conditions

Criteria	Description
<b>Physical</b>	<ul style="list-style-type: none"> <li>• The role does not involve a high degree of physical effort</li> <li>• The post holder may spend long periods of time at a computer station.</li> <li>• Keyboard skills essential</li> <li>• Communication skills required</li> <li>• The post holder may be required to travel between different Trust sites</li> <li>• Lift weights (e.g. stationery) up to 5kg</li> </ul>
<b>Emotional</b>	<ul style="list-style-type: none"> <li>• Postholder has to be able to work successfully under pressure of time and resources</li> </ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>• Office environment with computer equipment, telephones and photocopier</li> <li>• Will be required to visit laboratory areas occasionally which contain hazardous chemicals, biological agents and human tissue.</li> </ul>
<b>Mental</b>	<ul style="list-style-type: none"> <li>• The post requires high levels of concentration at all times, as they deal with heavy demands from a variety of sources</li> <li>• The post holder will be able to follow detailed operating procedures accurately.</li> <li>• The postholder will require stamina</li> <li>• The postholder will be subject to frequent interruptions due to the nature of the role</li> </ul>



### NHS Manager's Code of Conduct

As an NHS manager, you are expected to follow the code of conduct for NHS managers (October 2002). [www.nhsemployers.org/](http://www.nhsemployers.org/)

### Safeguarding adults and children

Employees must be aware of the responsibilities placed on them to maintain the wellbeing and protection of vulnerable children and adults. If employees have reason for concern that a patient is 'at risk' they should escalate this to an appropriate person i.e. line manager, safeguarding children's lead, matron, ward sister/change nurse, site manager, consultant (October 2002). [www.nmc-uk.org/](http://www.nmc-uk.org/)

### Person Specification

Domain	Essential Criteria	Desirable Criteria
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>GCSE Passes in English and Maths at C grade or equivalent</li> <li>Typing Qualification</li> <li>Medical terminology or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>GCSE standard attained in other science subjects or equivalent</li> <li>AMSPAR Qualification</li> <li>Leadership Qualification i.e. ILM3</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Previous experience of working in an NHS environment</li> <li>Worked in an office environment typing medical content.</li> <li>Dealing with telephone enquiries.</li> </ul>	<ul style="list-style-type: none"> <li>Previous computing experience or VDU work</li> <li>Good working knowledge of cellular pathology processes</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Excellent written and verbal communication skills</li> <li>Knowledge of medical terminology, anatomy and histopathology terminology</li> <li>Ability to use Microsoft Word, PowerPoint, Excel spreadsheets and Access databases, including the extraction of data by queries and the preparation of reports</li> </ul>	<ul style="list-style-type: none"> <li>Previous pathology-based administrative work experience</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Good IT skills including Microsoft Word and Office.</li> <li>Good interpersonal skills</li> <li>Ability to follow written and verbal instructions.</li> <li>Ability to communicate with staff at different levels of the organisation.</li> <li>Ability to prioritise workload, innovate &amp; work as part of a large team to meet deadlines</li> </ul>	<ul style="list-style-type: none"> <li>Experience with databases</li> <li>Touch typing skills</li> <li>Typing speed of over 55 WPM</li> </ul>





	<ul style="list-style-type: none"> <li>Ability to work under pressure and deal with interruptions</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>Able to undertake housekeeping duties</li> <li>Able to perform required duties with any appropriate aids or adaptations</li> <li>Ability to work on own initiative and take routine decisions.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to share knowledge and engage others in project</li> <li>Flexible approach to service needs</li> </ul>

### About Pathology Partnership

The NHS East & South East London Pathology Partnership (Pathology Partnership) is being created to form a network across three NHS Trusts: Barts Health (which will become the host), Homerton University Hospital NHS Foundation Trust and Lewisham and Greenwich NHS Trust. The Pathology Partnership will be based on well-established models for pathology networks, with the Royal London Hospital becoming the main hub laboratory for the network and Essential Service Laboratories (ESL) as a minimum at all other Hospital sites.

**Pathology is made up of the following services** - Blood Sciences including Haematology, Blood Transfusion and Biochemistry; Infectious Diseases including Microbiology and Virology; Cellular Pathology including Histopathology, non-gynae Cytology and mortuary services; Immunology; Cytogenetics and Molecular Haematology; Immunophenotyping; Clinical Transplantation and Retinoblastoma.

The current total operating costs (2020) across the partnership is circ. £111m per annum with a workforce establishment of circa. 800-1000 WTE.

### About Barts Health

Our group of hospitals provide a huge range of clinical services to people in east London and beyond.

We operate from four major hospital sites (The Royal London, St Bartholomew's, Whipps Cross and Newham) and a number of community locations, including Mile End hospital. Around 2.5 million people living in east London look to our services to provide them with the healthcare they need.

The Royal London in Whitechapel is a major teaching hospital providing local and specialist services in state-of-the-art facilities. Whipps Cross in Leytonstone is a large general hospital with a range of local services. Newham in Plaistow is a busy district hospital with innovative facilities such as its orthopaedic centre. Mile End hospital is a shared facility in Mile End for a range of inpatient, rehabilitation, mental health and community services. And St Bartholomew's in the City, London's oldest hospital, is a regional and national centre of excellence for cardiac and cancer care.



As well as district general hospital facilities for three London boroughs, Tower Hamlets, Waltham Forest and Newham, we have the largest cardiovascular centre in the UK, the second largest cancer centre in London, an internationally-renowned trauma team, and the home of the [London Air Ambulance](#). The Royal London also houses one of the largest children's hospitals in the UK, a major dental hospital, and leading stroke and renal units.

We're also proud to be part of [UCLPartners](#), Europe's largest and strongest academic health science partnership. The objective of UCLPartners is to translate cutting edge research and innovation into measurable health gain for patients and populations through partnership across settings and sectors, and through excellence in education

