

## JOB DESCRIPTION

**POST:** NWTS

**Administrator** **DEPARTMENT:**

Paediatric Critical

Care **GRADE:** 3

**HOURS:** 37.5

**TYPE OF POST:** Administration

**RESPONSIBLE TO:** Administrator Manager – Line Manager

**LIAISES WITH:** Administrator Manager / Consultants / Transport Doctors /

**Nurse/ Other WORKBASE:** Newton House, Birchwood Park, Warrington

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**WA36FW**

## JOB PURPOSE

Provide telephone and full administrative support to facilitate the work of the NWTS Transport Team as part of an Administration Team. Reporting to the Administrator Manager for the North West and North Wales Transport Service.

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## MAIN DUTIES & RESPONSIBILITIES

- Accurate recording of telephone referrals/messages using knowledge of Microsoft Office, Administration skills and medical terminology. Ensure that all information is forwarded to the relevant retrieval team member within the required timeframe.
- To deal with incoming and outgoing mail and email communication.
- To provide a reception service and deal with enquiries by both internal and external agencies.

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- To process ordering, storage and distribution of clinical, non-clinical and stationary supplies for the service.
- To ensure all Data entry is accurate and up-to-date, producing queries and retrieving data as necessary, including NWTS Database and PICANet.
- To carry out daily tasks as assigned to the Administrators by the Administrator Manager.
- To support and assist facilitate in the organisation of any Training events or Conferences organised by the NWTS Service.
- To assist in keeping the NWTS Website accurate and up-to-date.
- To carry out any other tasks as deemed appropriate to the role where required.
- To be responsible for personal Projects as assigned by the Line Manager or Clinical Nurse Manager.
- To assist clinical staff in preparation of Audit documentation and correspondence, using Microsoft Word / Excel / Access, ensuring that all policies and procedures are adhered to.
- To maintain a filing system and ensure that all records are filed appropriately, ensuring all policies and procedures are adhered to.
- Take minutes and arrange minutes.
- Responsible for completing work in a timely manner consistent with departmental practice or protocol.
- To work in a manner consistent with Trust and local policies and procedures, protocols etc.

### Departmental Duties

- The service is a 24-hour, 7 day a week, service, and you will be expected to undertake 12.5 hour shifts (1 hour break), working a mixture of days, nights and weekend (including fair share of bank holidays).
- Liaise with Administrator Manager on matters affecting the usual rota within the Department eg: shift variance, holidays, court attendance, study leave etc.
- Inform the Administrator Manager of any problems which may influence the smooth running of the department or cause a backlog in work.

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- To deputise for the Administrator Manager where necessary.

### **Supervision and Accountability**

- Accountable to Line Manager.
- Access to Line Manager as and when required.
- Minimal Supervision.

### **Essential Criteria**

- Substantial experience as an Administrator, or comparable experience in other background.
- Experience of Information Technology systems.
- Good communication skills
- Able to work to deadlines
- Ability to work within a team or on own initiative when necessary
- Understanding of Confidentiality issues/implications.
- Good skills on Microsoft office package

### **Desirable Qualification**

- Desirable experience of medical terminology, qualification of Medical Secretary BSMS/AMSPAR.

### **1. Recommended Training**

- Microsoft Office Beginners – Advanced
- Continuous Professional Development (eg Customer Care, Minute Taking, Time Management, Organisational Skills, Counselling, Bereavement).
- Risk Management (eg Data Protection, Mental Health Act, Access to Health

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Records, Manual Handling, and Defensible Documentation).

- Basic Corporate Induction / NWTS Administrator Induction
- Health and Safety procedures.
- To adhere to all Trust Human Resources Management policies and procedures,

## **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.

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### **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**

Signed (Employee):

Date:

Signed (Manager):

Date:

Signed:

Date:

Review Date:

Manager:

Date:

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

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## PERSON SPECIFICATION

Requirements	Essential / Desirable	Method of assessment
<b>Qualifications &amp; Training</b>		
Good Standard of Secondary Education	Essential	Certificates
GCSE Level English or equivalent	Essential	Certificates
Microsoft Office Training	Desirable	Certificates
AMSPA Diploma / BSMS Diploma or equivalent	Desirable	Certificates
ECDL or equivalent	Desirable	Certificates
<b>Knowledge</b>		
Conversant with administrative practice	Essential	Application Form/Interview
Microsoft Office	Essential	Application Form/Interview
<b>Experience</b>		
Substantial Medical Secretarial experience or comparable experience in other background	Essential	Application Form & Interview
Audio typing	Essential	Application Form & Interview
Computer awareness/accuracy of data entry	Essential	Application Form & Interview
Work experience in medical environment	Desirable	Application Form & Interview
Working in a stressful environment.	Desirable	Application Form & Interview
Experience of using a range of computerised packages	Desirable	Application Form & Interview
Telephone operator experience	Desirable	Application Form & Interview

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**Manchester University**

**NHS Foundation Trust**



Requirements	Essential / Desirable	Method of assessment
<b>Skills and Abilities</b>		
Good interpersonal skills	Essential	Application Form & Interview
Computer literate	Essential	Application Form & Interview
Ability to work on own initiative	Essential	Application Form & Interview
Ability to prioritise	Essential	Application Form & Interview
Sensitive and caring	Essential	Application Form & Interview
Display MFT Values and Behaviours	Essential	Application Form & Interview
<b>Work Related Circumstances</b>		
Able to maintain confidentiality	Essential	Application Form & Interview
Flexible	Essential	Application Form & Interview
Must be able to work as part of a team	Essential	Application Form & Interview
Willingness to develop personally	Essential	Application Form & Interview

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