

# CLERICAL OFFICER

## Candidate Pack



# Job Summary

*\*\*This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.\*\**

- This role provides important admin support to the Cardiorespiratory team, helping staff and patients. It includes booking appointments, answering questions, and keeping patient records up to date and accurate.
- The job involves speaking with patients, families and staff, both in person and on the phone, and helping to solve day-to-day problems.
- You will help organise clinics, waiting lists and meetings so the service runs smoothly.
- You will also support the team by managing referrals, keeping information safe, and making sure tasks are completed on time.
- The role requires good communication, attention to detail and the ability to stay calm and organised when things get busy.

## Job Description

<b>Job title:</b>	Admin and Clerical Officer – Cardio Respiratory Department
<b>Grade:</b>	Band 3
<b>Site:</b>	The Princess Royal Hospital/The Royal Shrewsbury Hospital
<b>Accountable to:</b>	Cardiology Operational Manager
<b>DBS required:</b>	Yes, Standard DBS

## Job Summary

- Provides secretarial and/or administrative support to colleagues, teams and/or services, including supporting management in maintaining national diagnostic targets.
- Carries out a range of administrative duties including booking patients in at reception, answering queries, progress chasing, task-related problem solving.
- Accurately maintains electronic and/or hard copy records.
- Deals with first line enquiries eg from patients, relatives and staff.
- Coordinates activities such as meeting, waiting lists, clinics

## Main Duties and responsibilities

To provide comprehensive administrative support to the Cardiorespiratory clinical and managerial team. Job Specific Information

- Managing patient referrals from internal and external sources (TRACS/RAS). Recording referrals on Cris and other patient systems within the Trust.
- Appointing patients appropriately and in accordance with National Diagnostic Targets where appropriate. Escalating issues regarding demand and capacity in a timely manner.
- Appointing patients appropriately – depending on site, availability and sometimes multiple tests for the same patient.
- Recording accurately on SaTH patient systems, mainly via CRIS but also on Sema/Careflow and physical patient notes.
- Dealing with queries by patients, relatives and other Trust staff by phone or in person in a courteous and professional manner - escalating to Senior colleagues where appropriate.
- Responsible for the opening and dealing with incoming correspondences/post and actioning as required.
- Book in and Book out notes to other departments using the in-house Patient Document
- Ensuring notes are requested and delivered to the relevant location, if necessary, at short notice. Responding to requests by colleagues in the same timely manner.
- Ensure the smooth running of clerical activity including the assessment of priorities.
- The post holder will be required to cover reception desk as part of their role, dealing with patients and relatives face to face, and liaising with healthcare colleagues at all levels. This includes communicating directly with patients and relatives in challenging or sensitive circumstances where necessary.
- Maintain comprehensive office systems ensuring prompt access to information. This includes the review of waiting lists and scheduling lists to ensure capacity is booked correctly and at optimal utilisation.
- Ensure shared knowledge within the team and escalate to the team leader any concerns they have or come across including potential breaches of waiting time standards.
- Contribute to on-going projects as required and assist in the training of new staff by demonstrating own duties where necessary.
- Maintain and encourage safe working practices and environment in accordance with local Health and Safety Policies.
- Ensure that when handling patient information, or discussing patient needs, confidentiality guidelines are strictly adhered to, and that close attention is given to Information Governance guidelines.
- Be flexible, self-motivated and work with minimum supervision to maintain effective working relationships across multidisciplinary teams.
- Manage multiple tasks ensuring all associated deadlines are met.



- View the service provided as Trust-wide and therefore must be flexible regarding location.
- To participate in reflection, self-evaluation and continuous professional developments including performance review.

### Responsibility for Staff, Resources and Information

- Will be required to demonstrate administrative, secretarial duties to new or less experienced employees or provide basic training on admin systems.
- May require day to day supervision and/or co-ordination of staff.
- Responsible for maintaining stock control (e.g. consumables, admin stock) and ordering and maintaining office supplies and stationery.
- May handle cash or patient valuables.
- Frequent data entry, text processing and storage of data.
- Updates, maintains and stores clinical or non-clinical records

### Policy and Service Development

- To be aware of, and follow, all relevant Trust policies including those on information governance and data protection.
- To be aware of service improvement opportunities and actively seek opportunities to provide comment and suggestions on improving policies and working practices within the department/service.

### Organisational, Analytical, Decision Making

- To plan and organise appointments for patients attending cardiorespiratory department, this may include booking appointments for patients in alternative locations or requiring several diagnostics.
- To make judgements involving facts or situations, some of which require analysis. E.g. when deciding how to respond to queries, making decisions around diary commitments and how meetings or clinics will be organised.
- To be guided by standard operating practices and well-established procedures for matters that are generally routine, referring any non-routine matters to colleagues as needed.

### Communication and Working Relationships

- Provide and receive routine information requiring tact or persuasive skills or where they may be barriers to understanding, this includes the provision of written or verbal information to colleagues.
- Communicates complicated administrative information to staff from other departments and/or external contacts verbally or in writing.
- Provide and receive complex or sensitive information (e.g. patient records or confidential employment files)
- May be required to exchange information with patients, relatives and staff on a variety of departmental matters and procedures.

### Physical, Mental and Emotional Effort

- The post holder will frequently be required to sit or stand in a restricted position for a substantial proportion of the day.
- Frequent concentration required for administrative and secretarial duties, where the work is unpredictable due to urgent requests, e.g. problems with scheduling or rostering that require urgent amendments, urgent need for data or information for colleagues/meetings.
- Exposure to distressing or emotional circumstances is rare.
- Use VDU equipment more or less continuously.
- Some manual handling of notes trolleys and patients with reduced mobility may be required

## Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>NVQ Level 3 or equivalent qualification or experience</li> <li>Good basic education (may be demonstrated through formal qualifications such as GCSE's or A-Levels).</li> </ul>	
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>Experience in an administration role</li> <li>Knowledge of secretarial or administrative procedures and systems</li> <li>Example</li> </ul>	<ul style="list-style-type: none"> <li>Experience in the NHS</li> </ul>
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>Clear communicator both in writing and verbally.</li> <li>Able to share information with tact or persuasive skills where necessary.</li> <li>Able to analyse situations and information.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Must be proficient in the use of Microsoft Office and have standard keyboard skills</li> </ul>	
<b>Other</b>		<ul style="list-style-type: none"> <li>• Knowledge and experience of SaTH systems, particularly CRIS</li> </ul>

## General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

## Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

## Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious



disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.

- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

## Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

## Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
  - you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines.
  - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

## **NHS Sexual Safety Charter**

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

## **Social Responsibility**

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

## **Continuous Improvement**

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

## **Equal opportunities and diversity**

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

