

ENDOSCOPY ADMINISTRATION ASSISTANT

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 helps organise and manage appointments for patients needing endoscopy procedures.
- You will work with computer systems to keep patient records up to date and accurate.
- You'll be part of a team that plans and books appointments, making sure everything runs smoothly.
- The job includes general office tasks like answering questions, filing documents, and helping at reception.
- You'll talk to patients, families, and staff, sometimes in sensitive situations.
- You need to be flexible, work well on your own, and follow rules to keep patient information safe.

Job Description

Job title:	Endoscopy Administration Assistant
Grade:	NHS AfC: Band 2
Site:	The Royal Shrewsbury Hospital
Accountable to:	Operational Manager Endoscopy
DBS required:	Standard DBS

Job Purpose

To operate, maintain and largely support an efficient and effective clerical service for all centralised appointment booking, according to the requirements of clinical priority, local and national guidelines, taking note of clinical priority, long waits, case mix, equipment required, unit requirements, bowel preparation and Endoscopists present for list.

The post holder would be expected to use the Trust's Patient Administration System (PAS) Careflow, within all areas of Health Records and Patient Access, e-referral systems and Endobase ensuring all relevant patient information is recorded accurately and updated accordingly. This will naturally require extensive use of a VDU and keyboard skills daily.

The post holder will work as part of a clerical team to plan and prioritise workloads using their own initiative to ensure Endoscopy lists are planned and booked in accordance with the agreed standard operating procedures, local booking rules and point allocation timings in order to maximise operational throughput for achieving wait time standards.

MAIN DUTIES AND RESPONSIBILITIES:

- Ensure all queries from colleagues and external organisations are dealt with quickly and effectively in the department, producing file notes as necessary and using own initiative to resolve any problems, seeking guidance as appropriate.
- To promote the implementation and adherence of agreed policies, procedure, and protocols
- Ensure the smooth running of clerical activity including the assessment of priorities and the initiation of preparatory action.
- Responsible for the opening and dealing with incoming correspondences/post as appropriate and confirming when requests have been actioned.
- Photocopying, general office duties and the use of PAS (Patient Administration System) when necessary. This includes the scanning of referrals to clinical portal in a timely manner.
- Book in and Book out notes to other departments using the in-house Patient Document Tracking (PDT) system ensuring notes are requested and delivered to the relevant location, if necessary, at short notice.
- The post holder will be required to cover the endoscopy reception desk as and when necessary, dealing with patients and relatives face to face, and liaising with nursing staff. This includes communicating directly with patients and relatives in challenging or sensitive circumstances where necessary.
- File results, letters and various documentation in medical notes; taking relevant action as necessary according to the Endoscopy report notes. This includes responsibility for recording outcomes in PAS for any cancellations and ensuring the relevant re-listing of elective admission is made.
- Contribute to on-going projects as required and assist in the training of new staff by demonstrating own duties where necessary.
- Keep up to date with technical developments with regard to developing appropriate skills in the use of current office technology e.g., word processing, spreadsheets, databases, electronic mail, presentations etc.
- 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 the Trust's Confidentiality Policy and Information Governance guidelines.
- The department operates a service between the hours of 8.00 am and 8.00 pm Monday to Sunday therefore the post-holder will be expected to be flexible in line with the needs of the service and available to cover during sickness and annual leave if required.
- The post will be based at Shrewsbury however the post holder may be required to work across sites as directed by the Operational Manager / Team leader, but appropriate notice will be given.
- Communicate appropriately with a range of people at different levels of the organisation. The post holder is expected to deal with all enquiries from patients, consultant staff, medical secretaries, other trust staff and or other organisations as relevant.

- Co-ordinate clerical administration work within the Endoscopy department, ensuring appropriate communication both within and outside the department.
- 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 with regard to location.
- To participate in reflection, self-evaluation and continuous professional developments including performance review.
- Any other duties as delegated by the Team Leader, Operational Manager as appropriate to the grading of the post.

ENVIRONMENT

- Be aware of physical effort with regard to sitting for long periods and the transfer of substantial numbers of medical notes.
- Exposure to frequent interruptions to routine, relating to telephone calls and personal requests and demands.
- Be aware of the prolonged exposure to Visual Display Units (VDU) and the associated health and safety risks.

EQUAL OPPORTUNITIES

- All duties and responsibilities should be undertaken, at all times, in compliance with the Trust's Equal Opportunities Policy.

DATA PROTECTION

- Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed.

SMOKING POLICY

- The Trust operates a No Smoking Policy.

SAFEGUARDING

- To carry out responsibilities in such a way as to minimise risk of harm to children, young people and vulnerable adults, promoting their welfare and raising any concerns in a timely manner in accordance with the Trust's policies relating to safeguarding children, young people and vulnerable adults.

Person Specification

	Essential	Desirable
Qualifications	4 GCSE's (Grades 9 – 4) or equivalent including Maths and English	
Experience	- Experience of Customer Care - General office processes experience - Knowledge of software programs - Knowledge of Microsoft Office packages eg PowerPoint, Word, Excel and other IT skills acquired through training and practical experience	- Knowledge of PAS systems - Careflow - Experience of NHS working practices - Previous office experience - Extensive experience of electronic scheduling
Knowledge and skills	- High standard of grammar and spelling - Able to prioritise - Well organised - Patient focused - Able to use own judgment - Able to communicate sensitively and tactfully with patients and carers - Understanding of confidentiality/data protection issues - Knowledge of Health and Safety in the Workplace - Understanding of Confidentiality/ data protection issues.	Knowledge of NHS policies

Other		

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 and 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; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

Infection prevention and control (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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; and
- 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 colleagues; and
- 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; and
- 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.

Confidentiality and Security - Your attention is drawn to the confidential 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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

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 Trusts 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 is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is 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.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

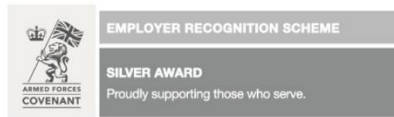
Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.



Proud to have signed
The Pregnancy
Loss Pledge

