

PATIENT SERVICES ADMINISTRATOR

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.

- The role provides day-to-day administrative support to the PALS & Complaints team, helping to manage concerns and complaints in line with NHS policy. It involves handling letters, emails and phone calls, keeping records up to date, and making sure information is passed to the right people.
- The post holder will help organise meetings, take notes, update databases and maintain filing systems. They will often be the first point of contact for patients, families and staff, including people who may be upset or worried. The job requires good communication skills, accuracy, and the ability to manage several tasks in a busy and changing environment.
- The post holder is expected to work professionally, follow Trust values and maintain confidentiality at all times.

Job Description

Job title:	Patient Services Administrator
Grade:	Band 2
Site:	The Royal Shrewsbury Hospital
Accountable to:	Head of PALS & Complaints
DBS required:	Yes, Standard DBS

Job Summary

The post holder will provide administrative assistance and support to the PALS & Complaints team ensuring that all concerns and complaints are managed in line with local and national policy.

Main Duties and responsibilities

- Provide administrative support to the PALS & Complaints team ensuring that all concerns and complaints are managed in line with national and local policy.
- Ensure that all incoming correspondence, both written and by e-mail, is opened, date stamped, recorded on the electronic post log and brought to the attention of the Head of PALS & Complaints or the appropriate Case Manager/PALS Co-ordinator.

- Provide administrative support to the team, including typing letters, creating complaint files, taking and transcribing meeting notes, creating training materials, maintaining diaries, filing and archiving records and making and receiving telephone calls and enquiries.
- Progress chase complaints throughout their course and record all actions undertaken in the complaints file, in accordance with departmental procedure.
- Arrange meetings, as requested and following liaison with all parties, arrange the venue, a mutually convenient date and time to meet and circulate relevant papers in advance. Where appropriate, take notes/minutes in meetings with staff and complainants.
- Responsible for inputting accurate data onto the Complaints & PALS database, as required.
- Act as the first point of contact for all internal and external telephone calls to the office. Where possible, signpost callers to the appropriate service or liaise with staff to resolve problems in a professional and competent manner. Some callers may be anxious, angry and distressed. Ensure that a written record is made of all calls relating to concerns and complaints and that the relevant staff within the team are informed
- Ensure all health records are tracked using the Patient Document Tracking system.
- Accurate copying of relevant notes and documents.
- Organise and maintain an efficient and up to-date filing system and ensure that letters, reports and e-mails are filed appropriately.
- Maintain stock control of departmental stationery and other supplies.
- Archive relevant complaints files and other documentation and keep accurate records of their location.
- Assist the PALS & Complaints team compiling reports, undertaking surveys, audits and other projects relevant to the department.
- Responsible for maintaining own professional development and to be aware of current practices and developments within the Trust and the NHS in order to fulfil the role effectively.
- Role model the Trust's values and behaviours.

Limits of authority

- The post holder is responsible for planning and undertaking their own workload, dealing with queries and making decisions using departmental procedures.

Supervision and advice is always available and any issues of concern may be referred to the Case Manager or Head of PALS & Complaints.

- The post holder will deal with enquiries in person, by telephone and electronically, and will liaise with all levels of staff within the Trust, with patients and relatives and external stakeholders.
- The post holder will communicate routine information to managers, staff, patients and relatives requiring persuasive skills, tact and diplomacy.

Systems and Equipment

- To use normal office equipment.
- To be competent in the use of a range of electronic information systems and tools.
- Manage multiple tasks efficiently in a complex, changing environment.
- Communicate appropriately with a range of people at different levels of the organisation.

Physical, Mental and Emotional Demands of the Post

- To interpret a range of information, some of which may be conflicting and complex, during the handling of formal complaints and concerns.
- To work flexibly, as appropriate, to meet critical, short term and long term deadlines.
- The volume and complexity of work is unpredictable and may vary from day to day.
- The post holder will be exposed to distressing or emotional circumstances when dealing with written and verbal communication from patients and relatives.
- To cope with frequent interruptions during periods of concentration.

Working Conditions

- To work in normal office conditions, including daily, continuous VDU work.
- There may be a requirement to travel between all Trust sites.

Review

This job description is an outline of the principal areas of responsibility and may be subject to periodic change. The job title is not restrictive and the job holder may at any time be required to undertake other duties within their competence beyond the confines of this job description.

The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development of the job holder. All changes will be discussed with the post holder.

Your attention is drawn to the confidential nature of information handled within the NHS. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and could result in a prosecution for an offence or action for civil damages under the Data Protection Act 1998.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to NVQ level 3 or above or equivalent experience • ECDL or equivalent IT and keyboard skills 	
Experience and Knowledge	<ul style="list-style-type: none"> • Previous experience of working in a secretarial or administrative role • Previous experience of working in a customer focussed role • Experience of audio typing • Experience of using word, excel, databases and PowerPoint 	<ul style="list-style-type: none"> • Knowledge of the NHS Complaints Regulations • Experience of working in the NHS • Knowledge of medical terminology
Skills and Ability	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills; able to communicate sensitive information relating to patients with empathy and where there may be barriers to understanding • Ability to deal with conflicting demands ensuring that key priorities and deadlines are 	

	<p>met through effective time management</p> <ul style="list-style-type: none"> • Ability to prioritise own workload • Well-developed IT skills including the use of databases, Excel, PowerPoint • High level of accuracy and attention to detail • Able to work cohesively within a small team • A positive 'can do' attitude and a receptive attitude to change • A passion for improving the patient experience • Tact and diplomacy 	
Other	<ul style="list-style-type: none"> • Ability to travel across the health community, as required • Eligible to work in the UK 	

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.

