

MEDICAL 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 administrative support to help the Lung Cancer Screening Programme run smoothly, including preparing reports and managing daily tasks.
- It involves following office policies, keeping information confidential and staying up to date with NHS systems and software.
- The job supports quality improvement by working with managers and teams to help patient care run well and resources be used wisely.
- It also involves building good working relationships across the Trust and representing the Centre in a professional way.
- The post holder must use office equipment and computer systems confidently, work in a busy environment with frequent interruptions and travel between sites when needed.

Job Description

| | |
|------------------------|-------------------------------|
| Job title: | Medical Administrator |
| Grade: | 3 |
| Site: | The Royal Shrewsbury Hospital |
| Accountable to: | Operational Manager |
| DBS required: | No |

Main Duties

General

Prioritisation and delegation of workload as directed by the Assistant Operational Manager.

- Preparation, typing and distribution of information reports as required to support the Lung Cancer Screening Program
- Follows relevant office policies and procedures with acknowledgment of the trusts patient access policy.
- To take personal responsibility for self-development regarding keeping up to date with computer software and NHS issues.
- To perform all duties in the line with the Trust's Equal Opportunities Policy.
- Ensure confidentiality on all matters obtained during employment.

- To Perform any other administrative duties deemed appropriate by the Assistant Operational Manager.

Quality and Service Improvement

- To support quality and service improvement within the Centre by working closely with the Assistant Service Managers and other services and Centres to ensure effective patient care and the effective use of all Trust resources. Representing the Centre and the Trust
- To support the Centre in establishing effective working relationships at all levels inside and outside the Trust.
- To foster good working relationships with colleagues within the Centre and the Trust.
- To act as an ambassador for the Centre within the Trust Finance and Resources
- Responsibility to ensure that the Centre's assets and resources are used efficiently and economically.
- Responsibility to ensure that all business is carried out in accordance with the Trust's Standing Orders and Standing Financial Instructions.

Physical, Mental and Emotional Demands of the Post

- Occasional analysis of a range of information to identify trends or highlight potential issues.
- Coping with frequent interruptions during periods of concentration.
- There is a frequent requirement for sitting in a restricted position for a substantial proportion of the working time.

Working Conditions

- To work in normal office condition with a requirement to use VDU equipment more or less

continuously on most days.

- To travel occasionally between Trust sites.

Equipment and systems

- To use normal office equipment.
- To use a range of electronic information systems and tools

Person Specification

| | Essential | Desirable |
|-----------------------|---|-----------|
| Qualifications | <ul style="list-style-type: none"> • Educated to GCSE standard (or equivalent) English to Grade 9 – 4 (C or above). • NVQ Level 3 in Business and Administration or Customer Care/ IT or equivalent qualifications or the ability to demonstrate the equivalent experience gained in a similar role. • Evidence of a commitment to continuous professional development. | |
| Experience | <ul style="list-style-type: none"> • Experience of operational administrative work within the NHS • Demonstrable understanding of the NHS 18-week target and associated principles • Demonstrable understanding of the NHS Cancer target and associated principles. • Relevant knowledge and experience of tracking patients through the 18 week and cancer pathways. • Ability to analyse data and present findings effectively • Experience of working autonomously in an administrative and clerical | |

| | | |
|-----------------------------|---|--|
| | <p>role demonstrating an ability to exercise own judgement and analyse situations to identify a way forward.</p> <ul style="list-style-type: none"> • Working knowledge of validating patient pathways to ensure they provide an accurate record • Working of scheduling outpatient appointments and/or admissions | |
| Knowledge and skills | <ul style="list-style-type: none"> • Exceptional interpersonal skills and the ability to develop relationships. • Demonstrable understanding of patient priorities and performance standards relating to appointments and waiting times • Evidence of ability to manage own workload effectively. • Experience of using a full range of IT systems including Microsoft Office and patient administration/data systems • Excellent numerical skills • Ability to manipulate data | |
| Other | <ul style="list-style-type: none"> • Excellent communication skills both written and verbal. <ul style="list-style-type: none"> • Ability to work well within a team • Be methodical and accurate • Demonstrate a caring and responsible attitude to our patient's experience of our services • Receptive to change | |

| | | |
|--|---|--|
| | <ul style="list-style-type: none"> • Values others' ideas and opinions • Flexible to meet the needs of the service • Understanding of patient confidentiality. • Experience of maintaining a fast pace of work and delivering to tight deadlines. | |
|--|---|--|

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 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 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.



Proud to have signed
The Pregnancy
Loss Pledge

