

FERTILITY 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. Our goal is to make the application process more accessible and inclusive for everyone.

- This job is about helping the Fertility Department with office tasks.
- You will answer phone calls and emails, helping patients with simple questions.
- You will help get paperwork and patient notes ready for clinics.
- You will work with other team members and sometimes cover the reception desk.
- You must be kind and calm when speaking to patients, especially when they are upset.
- You will need to keep patient information private and follow important rules.

Job Description

Job title:	Fertility administration assistant
Grade:	2
Site:	Shropshire and Mid Wales Fertility Centre, Severn Fields Health Village, Sundorne Road, Shrewsbury SY1 4RQ
Accountable to:	Fertility Quality Manager
DBS required:	Standard

Job Purpose

To provide administrative support to the Fertility Department.

The post holder's main area of responsibility is to staff the main telephone line and inbox, accurately taking messages for other staff members and answering non-clinical queries as appropriate. Most of the calls received will be from fertility patients. In between calls the job holder will be required to locate and file notes, file paperwork, help prepare for clinics, book appointments and assist with general administration tasks as required.

Please note this role involves participation in a bank holiday working rota.

Main Duties and Responsibilities

- To assist members of the fertility team with administrative duties.
- Staff the main telephone line to assist patients and other callers with their enquiries, recording the calls on a database and accurately taking messages for other staff members.
- Resolving simple queries that are of a non-clinical nature e.g. checking appointment

times.

- Locating and filing notes.
- Checking the generic mailbox and forwarding emails to teams/staff members as appropriate.
- Accurately filing paperwork within notes on behalf of the team.
- Assisting with the preparation of notes for clinics.
- Cover for receptionist in times of absence.
- Attendance and input at team and admin meetings.
- Maintain the highest levels of patient confidentiality and to act at all times within the guidelines of professional bodies and the Human Fertilisation and Embryology Authority (HFEA).

Responsibility for patients/clients:

Fertility treatment is known to be stressful and emotional. The post holder will have frequent telephone contact with patients who are often anxious and occasionally upset. This includes taking calls from patients who have had a negative pregnancy test following fertility treatment and occasionally those who are experiencing a miscarriage.

The post holder is expected to treat our patients with empathy and understanding and remain calm under pressure.

Patient confidentiality must be maintained at all times.

Responsibility for resources:

- The post holder will need to be mindful of the resources they use, reporting any issues to their manager and arranging to restock consumables in good time.

Responsibility for Administration:

- To assist the fertility team with their administrative tasks.

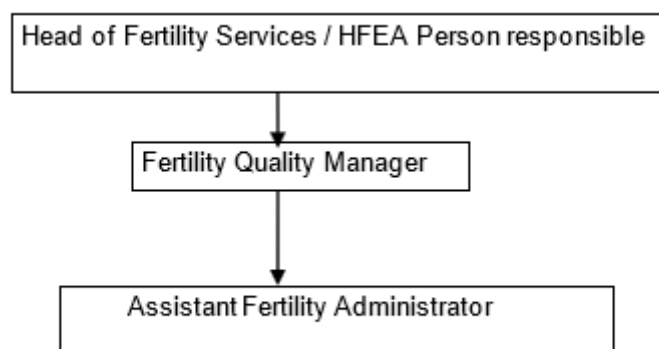
Organisational Skills:

- The post holder is expected to manage their own daily workload. The priority is to answer calls promptly in a sensitive manner and pass on messages effectively. Some prioritisation is required for other tasks and guidance will be given.

Communication and Working Relationships:

- The post holder will communicate frequently with patients and other staff within the fertility department.
- The post holder will communicate frequently with other callers such as visitors and other Trust staff.
- There is a designated phone line and workstation for this role in a modern, busy shared office. Frequent interruptions and conflicting priorities should be expected.
- The post holder will need to be confident in the use of Microsoft office including outlook and entering information into an existing excel database.

Organisational Chart



Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• Minimum 4 GCSEs grade C or equivalent	<ul style="list-style-type: none">• Additional administrative or computer qualifications
Experience	<ul style="list-style-type: none">• Proven ability to provide administrative services• Customer /patient service experience Patient focussed and empathetic• Experience in handling a high volume of telephone calls / messages• Good team player• Able to work independently using good judgement• Experience in use of Microsoft office, in particular Outlook and basic Excel skills	<ul style="list-style-type: none">• Knowledge or experience of the fertility sector• Use of medical terminology• Experience in use of Careflow

Knowledge and skills	<ul style="list-style-type: none"> • Good command of English • Able to communicate sensitively and tactfully with patients and carers • Well organised • Good time management / efficient worker Able to prioritise • Able to concentrate amidst distractions Reliable • Understanding of the importance of confidentiality and data protection 	<ul style="list-style-type: none"> • Relevant knowledge of Health and Safety in the workplace
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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.

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.

