



HEART ASSESSMENT TEAM ADMINISTRATOR

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

Partnering
Ambitious
Caring
Trusted

OUR VALUES

The logo consists of a stylized 'P' in purple, a flame icon in yellow and orange, a stylized 'B' in pink, and a stylized 'T' in teal. The text 'OUR VISION' is positioned above the flame icon, and 'OUR VALUES' is positioned below it. To the right of the flame icon, the words 'Partnering', 'Ambitious', 'Caring', and 'Trusted' are stacked vertically in a light grey font.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service
- Free eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme
- Staff cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups
- Men's Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Heart Assessment Team Administrator
Band	3
Directorate	Medicine and Emergency Care
Accountable to	Department manager
DBS Required?	Yes – standard

JOB OVERVIEW

- To provide efficient and comprehensive support within the Heart Assessment Team across site, prioritising workload to ensure deadlines are met
- Providing necessary typing support to facilitate timely receipt of correspondence to GPS/Hospital Consultants. To use digital dictation/audio typing.
- Demonstrate effective communication skills

Main Duties and Responsibilities

- Work within the agreed policies, procedures and guidelines identified for the Heart Assessment Team and to act in accordance with Trust policies and procedures
- To ensure that clerical and administrative duties are achieved in the most effective and efficient manner.
- Ensure necessary paperwork and case notes required for in/out patient assessments and follow up is readily available. Delegate to more junior team members where appropriate
- Provide necessary typing support to facilitate timely receipt of correspondence by GPs/Hospital Consultants/other health professionals or patients. To use digital dictation/audio typing, interpreting medical abbreviations, to accurately produce clinic letters. Ensure all correspondence is photocopied and filed in case notes as well as sent electronically /via post to the required recipient.
- Ensure information for distribution within the department and to outside agencies is presented appropriately and meets the information requirements of the recipient eg GP/Practice Nurse correspondence.
- To be responsible for dealing with telephone calls from other departments concerning the whereabouts of case notes and general enquiries.
- To be responsible for dealing with telephone queries /face to face queries from patients regarding Heart assessment Team activities, appointments etc. When dealing with queries ensure that accurate information is passed on to the relevant person in a timely manner and that clarification is sought regarding any matters of uncertainty. The ability to prioritise urgent queries is paramount.
- Demonstrate excellent interpersonal skills being non-judgemental, honest, sensitive, empathetic, diplomatic and approachable. Portray a positive professional image through telephone or face to face contact from any visitors, staff or patients.
- To be responsible for maintaining efficient filing systems within the department filing all necessary documents in a timely and organised way. Delegate to more junior administrative staff if appropriate.
- Ensure confidentiality is maintained at all times.
- Demonstrate effective communication skills, verbal, written and electronic with a variety of multi-disciplinary health care professionals ie: medical staff, nurses, therapists, social services and voluntary agencies.
- To be responsible for the collation of cardiology audit data for entry into local and national audit databases (Athena/NICOR/NACR/Exercise and Education databases). This will include entering accurate details and interpreting medical abbreviations. To liaise with clinical staff regarding incomplete data, ensuring all necessary information is available.
- For audit purposes, assist the Nursing Team in retrieving data and producing clinical reports upon request of the Heart Assessment Team Manager regarding information on departmental activity (ie telephone contact at set intervals, sending patient satisfaction surveys and in-patient activity) and advise of any problems affecting the smooth running of the area.

Management of Information

- To liaise with IT Department regarding any issues within the department affecting the smooth running of the Service.
- To deal efficiently with any incoming correspondence, making decisions and taking independent action where appropriate. Ensure accurate record keeping and storage of all necessary information within the department.
- Maintain the internal and external mail and email using Microsoft Outlook/NHS.net and direct all information to the most appropriate resource.

- To be involved in the maintenance and dissemination of staff information records including annual leave, sickness, special leave and study leave
- To assist the Heart Assessment Team Manager in gathering information needed for budgetary control, business planning, clinical incidents, dealing with donations and complaints.
- Ensure confidentiality is maintained at all times.

General Administration

- To access the hospital Patient Management System and Pathology Results as required for tracing case notes, obtaining patient service history and amending details and reviewing clinics.
- Undertake Patient Administration System (PAS) training and be responsible for making or changing clinic appointments and exercise and education session appointments and maintaining exercise/education attendance records using SEMA system
- To be responsible for ordering and maintaining sufficient levels of stationery/stock/non-stock within allocated budget.
- To support the Heart Assessment Team by preparing agendas and taking and typing minutes and distributing throughout the Team
- Manage the team diary and administration diary, taking measures to ensure smooth and efficient communication across the multi-disciplinary team.
- Be proficient in computer packages eg Microsoft Access, Word, Excel, Powerpoint, Hospital Intranet and Internet
- To work in a flexible manner to meet the needs of the service and prioritise tasks to efficiently manage the workload.
- Responsible for keeping professionally updated to maintain knowledge and skills to impact on service development. Participate in the Directorates appraisal system.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.



QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Possess or be willing to undertake NVQ level 2 and 3 in Business Administration • To be familiar with audio/digital dictation 	<ul style="list-style-type: none"> • Qualification in word processing/IT skills • Customer Care Experience

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • An understanding of the requirements of the role • Ability to work well independently and within a multi-disciplinary team • Demonstrate effective time management skills • Ability to maintain a professional attitude at all times • Desire to learn 	<ul style="list-style-type: none"> • Knowledge of the hospital administration system • Database management

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Evidence of effective verbal face to face/telephone/non-verbal, written communication skills• Basic Computer Skills	<ul style="list-style-type: none">•

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; 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 AND CYBER SECURITY

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.

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.

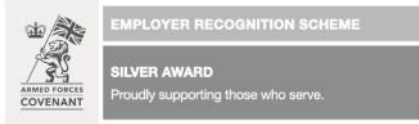
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





The Royal Shrewsbury Hospital

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[Getting to The Royal Shrewsbury Hospital](#)

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