

Senior 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.

- You will help manage the admin and clerical team and also carry out day-to-day tasks like booking appointments, working on reception, and helping with patient records.
- You will answer phone calls and help patients, families, and staff with their questions.
- You will support the team by helping with training, staff rotas, and keeping systems up to date.
- You will need to follow hospital rules and work safely, especially when using computers or handling patient files.
- You may sometimes speak to people who are upset or unwell, so being kind and calm is important.

Job Description

Job title:	Senior Administration Assistant
Grade:	3
Site:	The Lingen Davies Centre at The Royal Shrewsbury Hospital (with occasional travel to The Princess Royal Hospital, Telford)
Accountable to:	Oncology/ Haematology Administration Supervisor
DBS required:	No

Main Duties

To support the Oncology/Haematology Admin Supervisor in the day to day running of the Administrative and Clerical team (A&C team) within the Oncology & Haematology Centre, Royal Shrewsbury Hospital ensuring the A&C team are delivering the highest possible standard of work.

1. To have robust understanding of the patient administration and outpatient clinic systems and of the case notes systems and to be able to deliver all aspects of the administration service.
2. In the absence of the Oncology/Haematology Admin Supervisor, to be the point of contact for support for the A&C team, report to the Oncology & Haematology Co-ordinator.

3. As and integral part of the A&C Team the postholder will provide admin assistance for the:
 - Reception and booking-in function for Oncology/Haematology Out-patient
 - Reception and booking-in function for Oncology/Haematology Day Unit Elective Admissions
 - Clinic preparation for out-patients and maintenance of patient records
 - Booking new and follow-up out-patient and day unit appointments
 - To be responsible for accurate and speedy inputting of electronic data and to ensure that the data is up to date for activity reports.
4. To ensure telephone enquiries from patients, relatives, other trust staff and external agencies are dealt with efficiently and appropriate action taken promptly. Dealing with occasional distressing situations whilst ensuring that an ethos of excellent customer service exists throughout the A & C team, whether dealing face to face with patients or communication by telephone or letter.
5. To assist with maintaining the Sema Helix/Chemo E-Prescribing systems, ensuring clinics are closed for periods of annual leave and availabilities are accurate in the Day Centre Scheduler.
6. To assist with the recruitment of the Oncology & Haematology Admin & Clerical Team and be an integral part of their induction and continued on the job training.

Managerial Responsibilities

- To assist the Oncology/Haematology Admin Supervisor with the duty rota ensuring that the units are adequately staffed at all times
- To assist the Oncology/Haematology Admin Supervisor in organising and implementing a robust induction programme for new A & C staff and deliver training to ensure competencies are gained and maintained.
- To be assist the Oncology/Admin Supervisor with re-ordering of office supplies.
- To ensure that administrative procedures conform to Trust policies and procedures specifically, patient records, confidentiality, complaints procedures, health and safety issues and risk management, proposing changes where necessary.

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.
- Responsible for the safe evacuation of clerical / secretarial / patients and carers in reception accordance with the local / Trust fire guidelines.

General

- Implement and adhere to agreed policies, procedures, protocols, including national initiatives and proposed changes on improvements to departmental working practices.
- View the service as Trust wide and therefore must be flexible with regard to location.
- Participate in reflection, self-evaluation and continuous professional developments including performance review.
- Contribute to ongoing projects as required.
- Contribute to safe working practices and environment in accordance with local Health & Safety.
- To participate as an appraisee in annual appraisal and personal development opportunities.
- To receive appropriate training and develop and update skills in relation to requirements of the post
- To attend statutory training on an annual basis

Physical, Mental and Emotional Demands of the Post

- Occasional analysis of a range of information in order to identify trends or highlight potential issues.
- Coping with frequent interruptions during periods of concentration.
- Occasional exposure to verbal aggression.
- Contact with distressed and terminally ill patients

Working Conditions

- To work in normal office conditions, including regular VDU work.
- To travel occasionally between all Trust sites.

Person Specification

	Essential	Desirable
Education/ Training	NVQ Level 2 in Business Administration or equivalent experience	
Experience	- Excellent Keyboard Skills - Knowledge of Microsoft Office packages eg PowerPoint, Word, Excel and other IT skills acquired through training and practical experience - Sema Helix Clinic Management	
Knowledge and skills	- Excellent organisational skills - Excellent telephone manner - Ability to prioritise - Able to use own initiative - Good communication skills - Ability to work effectively as part of a team - Ability to manage diversity within role. - Good manual dexterity - Ability to work under pressure and stress with sound decision making skills - Ability to work flexibly - Good level of physical fitness required to move and handle medical records	
Other	- Knowledge of PAS systems - Experience of E-Prescribing System - Experience of NHS - Experience of booking and scheduling appointments - Knowledge of Health and Safety in the Workplace - Understanding of confidentiality/data protection issues.	Knowledge of SQL Reporting

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 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.

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.

