

Cellular Pathology Administration Support 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.

- Help with office tasks like typing, filing, and sorting mail for the Cellular Pathology team
- Answer phone calls and questions from doctors and other visitors, and pass messages to the right people
- Support meetings and help prepare reports and paperwork
- Keep track of samples and slides used for research or review
- Help train new staff and take part in team meetings and audits
- Follow NHS values by working with others, respecting everyone, and helping improve patient care

Job Description

Job title:	Administration Support - Cellular Pathology
Grade:	3
Site:	The Royal Shrewsbury Hospital
Accountable to:	Operational Manager - Cellular Pathology
DBS required:	No

Main Duties

- To provide administrative and clerical support for Cellular Pathology.
- To ensure service requirements are always met.
- In undertaking this role, all employees will be expected to behave at all times in a way that is consistent with and actively supports the principles listed in the Consultation Document on the creation of the Shrewsbury and Telford Hospital NHS Trust. These are:
 1. The principles of the NHS, where high quality care is provided on the basis of need rather than the ability to pay.
 2. The contribution of the local community to the development of our services. Preserving and developing our reputation as a caring organisation.
 3. Developing services that are designed around the patient.

4. Working co-operatively with others in the interests of patients and their families. Valuing the contribution
5. of staff and investing in their development.
6. Valuing the diversity of all our staff, patients and carers and demonstrating a zero tolerance of
7. discrimination.
8. The importance of developing innovative approaches to teaching, research and service provision, which
9. allows us to be at the forefront of developments in patient care.
10. Responsible and wise stewardship of public money and effective use of resources.

Key Job Responsibilities

- To provide basic administrative and clerical support for the Cellular Pathology teams, including general
- typing, data entry, photocopying, filing, faxing, sorting and distribution of incoming post for the
- department.
- Receive and deal promptly and efficiently with telephone and personal enquiries from hospital clinicians,
- GPs, PCT, other external bodies and persons calling at the department. Referring calls and enquiries to
- appropriate members of Cellular Pathology.
- To undertake/support the preparation of MDT/review meetings.
- To book in opinion reviews as required.
- To provide clerical support for audit within the department.
- Retrieval and tracking of blocks/slides as requested by other hospitals for review or by research
- organisations as required.
- Printing and distributing of paper reports.
- Provide print outs and chase up reports which are unreported/unauthorised.
- Slide and card filing.
- Attendance at departmental meetings.
- Assist in the training of new clerical staff in conjunction with the Office Manager.
- To contribute with producing of departmental Standing Operating Procedures and Risk Assessments.
- Participate in clinical and clerical audit.
- Participate in Joint Annual Personal Development Review with line managers.
- To undertake any other duties that may be reasonably required.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • GCE/GCSE/O level • Basic computer skills • Willingness to undertake training • On specific departmental computer systems 	<ul style="list-style-type: none"> • RSA 2 keyboard skills or equivalent • Medical terminology
Experience and Knowledge	<ul style="list-style-type: none"> • Ability to input data accurately and efficiently • Able to maintain systems and produce information as required 	<ul style="list-style-type: none"> • Ability to input data accurately and efficiently • Able to maintain systems and produce information as required
Skills	<ul style="list-style-type: none"> • Good communication skills • Ability to work as a team • Good telephone manner • Approachable • Attention to detail • Ability to work on own initiative • Ability to prioritise workload • Requires daily regular use of VDU 	<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 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.

