

Job Description

Job Title:	Administration Officer
Job Grade:	Administration Officer / Pay Band 7
Care Group:	Surgery, Anaesthetics and Specialised Services
Reports to:	Patient Information Centre Manager
Responsible for:	Administration Assistants

Purpose

Working within the Patient Information Centre you will provide a full range of administrative support to support the Out Patients service. The duties call for the exercise of discretion, adaptability and flexibility with some duties being repetitive. You will also provide support and day to day supervision of a small team of administration assistants. This is a very busy and demanding area so you must be able to recognise priorities, be organised and take responsibility.

Care

In Manx Care we pride ourselves on being committed, appreciative, respectful and excellent. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

Duties

1. Provide support to members of the team including the Patient Information Centre Manager & Departmental Manager.
2. Monitor, measure and maintain the required standard of own work whilst supporting and supervising workload for a small team of administration assistants.
3. Deputise for the Patient Information Centre Manager as appropriate.
4. Ensure all work areas are adequately staffed to meet the needs of the service.
5. Undertake the Administrative Assistant tasks as required.
6. Write and update procedures for the Patient Information Team.
7. Using the Hospital Patient Administration System to maintain accurate appointments, waiting lists, admission and patient demographic details.
8. Liaise with other staff, Hospitals, Patients, Government departments and General Practitioners.
9. Book New Clinic appointments and ensure all cancellation spaces are filled.
10. Ensure all clinic changes are actioned effectively, accurately and timely.

11. To support PIC process within the Medical Secretary Team's.
12. Be responsible in checking the Out-patient Hold lists.
13. Liaise with consultants regarding Waiting Lists.

Management Authorities

The delegation of Management Authority for the roles within Manx Care has been granted as follows:

All 'Reporting Officers/ Line Managers/Supervisors

Civil Service	Authority of the Post Holder
Disciplinary Procedure	Penalties up to and including First Written Warning
	Appeals up to First Written Warning
Capability Procedure	Up to Stage 2/ Formal Warning Stage
Grievance Procedure	Up to Stage 1

All Countersigning Officers' Middle Managers

Civil Service	Authority of the Post Holder
Disciplinary Procedure	Up to Final Written Warning
	Appeals up to Final Written Warning
Capability Procedure	Up to Stage 2/ Formal Warning Stage
Grievance Procedure	Up to Stage 2

All Senior Managers (Senior Executive Officer or equivalent)

Civil Service	Authority of the Post Holder
Disciplinary Procedure	To hear cases involving alleged gross misconduct
	Dismissal
	Suspension
	Up to Final Written Warning
	Appeals up to Final Written Warning
Capability Procedure	Up to Stage 3 – Dismissal
Grievance Procedure	UP to Stage 3

Competencies

All staff of Manx Care are expected to recognise that the everyday business of the Department requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business of the office and outside of the office.

As a member of Manx Care, the role holder represents the Department in a wide range of business settings, forums, committees and officer level working groups. It is expected that they will be a committed ambassador of the Division and the work that it seeks to achieve.

Competency levels

Leading and Working Together	Level B
Communicating and Influencing	Level A
Achieving Results	Level A
Delivering a Quality Service	Level A
Changing and Learning	Level A
Showing Commitment and Resilience	Level B

REVIEW

The post holder is expected to be flexible and be prepared to carry out any similar or related tasks that do not fall within the duties outlined. The job description is intended to be flexible and may be reviewed from time to time in consultation with the post holder.

CONFIDENTIALITY

All staff are requested to respect confidentiality of all matters they may learn relating to their employment, other member of staff and to the general public. All staff are expected also to respect the requirements of the Data Protection Act 2002.

HEALTH & SAFETY

It is the duty of every employee to take reasonable care for the Health & Safety of themselves and others including the use of necessary devices and protective clothing and co-operate with management in meeting its responsibilities under the Health & Safety at Work Act. Any failure to take such care or any contravention of safety policy or managerial instructions in this area may result in disciplinary action being taken.

MANAGEMENT OF RISK

All employees are required to participate in the Hospital's Accident/Incident Reporting System and to comply with the Hospital's procedures and techniques for managing risks.

WORKING RELATIONSHIPS

The post holder is expected to maintain a good working relationship with other members of hospital staff.

DISCIPLINARY AND APPEALS PROCEDURE

The post holder will be subject to the Civil Service disciplinary and appeals procedure.

This Job Description is subject to change in accordance with organisational and service developments and will be reviewed at regular intervals with the post holder. You may be expected to undertake any other duties appropriate to the sphere of responsibility.

Person Specification

Attributes	Essential (E) or Desirable (D)	Method of Assessment
Credibility 5 GCSEs at grade C (4) or above, or equivalent, including English Language.	D	CV
Capability Relevant experience of working within an office Environment. Experience of working in a customer service environment. Experience of data entry. Experience of working with confidential information.	D E D D	CV CV CV/Interview CV/Interview
Character Good interpersonal skills. Good written and oral communication skills. Organisational skills and accuracy. Must be computer literate and very competent using Microsoft Office programmes (Word, Excel and Outlook) and be able to adapt to new systems.	E D D E	Interview Interview CV/Interview CV/ Interview
Care Ability to work under pressure and adapt to changing demands and circumstances. A concern for quality standards and accuracy of own work. Ability to work under own initiative and as part of a team.	E E D	CV/Interview Interview Interview

Methodical approach to work and attention to detail.	E	CV/Interview
Reliable, enthusiastic and driven to deliver quality services.	E	Interview
Circumstances/Interests Isle of Man Worker.	D	Application
Satisfactory Police Check.	E	Pre-employment checks