



## Job Description

<b>Job Title:</b>	Administrative Officer - Radiology Administration Team
<b>Grade:</b>	Administrative Officer (AO) / Pay Band 7
<b>Division:</b>	Manx Care, Integrated Diagnostics and Cancer Services
<b>Responsible to:</b>	Radiology Executive Officer

## Overview

Manx Care provides health and social care services to the people of the Isle of Man across the following seven care groups:

Integrated Cancer and Diagnostics Services	Integrated Community and Primary Care Services
Integrated Mental Health Services	Surgery, Theatres, Critical Care and Anesthetics
Integrated Women, Children and Families	Medicine, Urgent Care and Ambulance Service
Social Care	

## CARE

In Manx Care we pride ourselves on our Commitment & passion, Accountability & reflection, Respect & inclusion, and Excellence & innovation. 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.

## Job Purpose

The main purpose of this post is to provide a full range of efficient administrative support to the Radiology Team. The post-holder must demonstrate discretion, adaptability and flexibility. This is a very busy area, so you must be able to recognise priorities, be organised and take responsibility.

At times there may be the requirement to provide administrative support to specific projects or cover for absences within the wider Integrated Diagnostics and Cancer Services which consists of the following service areas:

- Radiology
- Pathology
- Pharmacy



- Cancer Services

## Duties and Responsibilities

The Administrative Officer (AO) will support the Radiology Department to ensure it delivers its work schedule within identified time frames. The AO will support colleagues across a range of activities and processes, including managing and booking patient appointments and procedures.

The post holder's duties will include, but are not limited to:

- ♥ Dealing with telephone and face to enquires from staff, service users and their representatives
- ♥ Using the Radiology Information System (RIS) to book and maintain accurate appointments, ensuring that all spaces are utilised.
- ♥ Providing 'cross cover' for administrative colleagues in the team during periods of annual leave or sickness absence.
- ♥ Writing, recording and updating procedures for the Radiology Administration Team.
- ♥ Booking meeting rooms and taking notes at operational-level meetings.
- ♥ When instructed, ordering of stock and administration of payments by purchase orders. Processing invoices from our service providers, ensuring financial regulations are adhered to.
- ♥ Scanning and uploading documents to patient records and completing quality audit checks of scanned information.
- ♥ Logging Estates Directorate issues and faults.
- ♥ Covering Radiology Reception when required.
- ♥ Assisting the Radiology Executive Officer with collating information for the team or department.
- ♥ Remaining updated about new developments and system upgrades.
- ♥ Completing personal Mandatory Training requirements.
- ♥ Any other duties appropriate to the grade as requested by the Radiology Executive Officer or Head of Service for Imaging.

### Confidentiality

All staff are expected to respect confidentiality of all matters they may learn relating to their employment, other members of staff, patients and to the general public. All staff are expected to adhere to GDPR and Subject Access Request (SAR) legislation and understand and have full regard for the Caldicott Principals

### Health & Safety

Ensure that a safe working environment is maintained at all times and be proactive in reporting any identified Health & Safety issues.



## Training & Development

Identify own training and personal development needs in partnership with the Line Manager and in conjunction with the Performance and Development Review Scheme.

### **Competencies**

All Manx Care staff 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 Care Group and the work that it seeks to achieve.

The job holder reports to the Radiology Executive Officer, as Line Manager, and is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Performance & Development Review Scheme.

The Reporting Officer, the will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- ♥ Personal Delivery Plan and a Personal Development Plan is agreed with the job holder;
- ♥ Review and assessment of the job holder's performance and competency / behaviours is made, and;
- ♥ Performance and Development Review meetings are conducted.

### **Performance management and improvement**

All Civil Servants have a personal responsibility for performance management. The job holder will be expected to contribute to their annual performance and development review and all interim performance reviews.

### **General Scope**

This job description is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The post holder shares with the employer the responsibility for suggesting alterations to the scope of duties to improve effectiveness and efficiency. This role description will be reviewed as necessary to reflect future requirements of the role.

### **Health & Safety**

The role holder is responsible for their own health and safety and the impact of their actions on others. It is the duty of every employee to take reasonable care for the health and safety of themselves and others including the use of necessary devices and protective clothing and to 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. The role holder will be responsible for identifying any possible risks or near misses to a responsible manager and or the Health & Safety Review Group.

**Disciplinary and Appeals Procedure** - The post holder will be subject to the Civil Service disciplinary and appeals procedure.





### Person Specification

<b>Job Title:</b>	Administrative Officer, Radiology
<b>Division:</b>	Integrated Diagnostics and Cancer Services
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Attributes	Essential (E) or Desirable (D)	Method of Assessment
<p><b>Credibility</b></p> <ul style="list-style-type: none"> <li>♥ 5 GCSEs at grade C (4) or above, or equivalent, including English Language</li> <li>♥ Excellent working knowledge of Microsoft Office applications, including Word and Excel</li> <li>♥ Passionate about delivering excellent quality customer service</li> </ul>	<p>D</p> <p>E</p> <p>E</p>	<p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p>
<p><b>Capability</b></p> <ul style="list-style-type: none"> <li>♥ Experience working in an office environment</li> <li>♥ Ability to deliver requests in a timely manner, according to requirements</li> <li>♥ Strong interpersonal/communication skills both verbal and written</li> <li>♥ Experience of working with health related information</li> <li>♥ Experience of demonstrating good attention to detail</li> <li>♥ Experience learning and using new software systems effectively</li> </ul>	<p>D</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p>	<p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p>
<p><b>Character</b></p> <ul style="list-style-type: none"> <li>♥ Ability to learn quickly and work to deadlines</li> <li>♥ Willing to take on new challenges and be adaptable to the changing demands of the role</li> <li>♥ Resilient and capable of handling conflicting demands</li> <li>♥ Confidential when handling highly sensitive information</li> <li>♥ Able to work independently or as part of a team</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p>



<p><b>CARE</b></p> <ul style="list-style-type: none"> <li>♥ Committed to uphold the Department's CARE values and organisational strategic vision</li> <li>♥ Reliable, enthusiastic and driven to deliver a quality service within team and beyond</li> </ul>	<p>E</p> <p>E</p>	<p>Interview</p> <p>CV/Interview</p>
<p><b>Circumstances and Interests</b></p> <ul style="list-style-type: none"> <li>♥ Isle of Man Worker</li> <li>♥ Satisfactory Police Check</li> </ul>	<p>D</p> <p>E</p>	<p>Application</p> <p>Pre-employment checks</p>