



Job Description

Job Title:	Commercial Administration Officer
Grade:	Administrative Officer (AO) Pay band 7 (£28,426 to £34,289)
Division:	Commercial Development Team
Responsible to:	Commercial Development Officer
Responsible for:	N/A

Overview

The Commercial Administration Officer is an embedded function within the Commercial Development Team responsible for providing a full range of administration support to Manx Care Private Healthcare services and other Commercial Development functions.

This is a key role in the administration, maintenance and effective delivery of daily operations, supporting Manx Care in the delivery of its obligations.

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 post holder will support Manx Care as part of a small team that are responsible for the administrative function of Manx Care's Private Healthcare Service that sits within the wider Commercial Development team.
- The post holder will assist the Commercial Development Officer with the commercial healthcare offering and income growth. This will involve a key role in the administration that will include;
 - Receipt of payments and issuing of refunds; Arranging private hospital admissions and pre-assessment appointments; Communication with private patients, referring medical practitioners and hospital staff; Maintenance and effective delivery of daily operations, all to support Manx Care in the delivery of its mandated private patient obligations.
 - The post holder will have excellent communication skills, be able to multitask and prioritise in a busy role all whilst having excellent attention to detail skills that combine to deliver private patients with an exceptional customer service experience.

- You must be proficient in the use of Microsoft packages to enter accurate data into databases and produce patient correspondence.

Duties and Responsibilities

Operational:

- To maintain good working relationships with internal departments and consultants to facilitate private patient services.
- Maintaining accurate computerised information systems including the use of the Patient Administration Systems and spreadsheets for the administration of incoming private admission requests, booking of private appointments, scheduling private diagnostic services, scheduling private clinics and updating patients' health records.
- To liaise with appropriate external bodies, e.g. Private Medical Insurance providers, Private Medical clinics, Off Island Hospitals and Medical Practitioners to facilitate a patients private service.
- To liaise patients to take payment for private services, issuing receipts of payment and issuing refunds where appropriate.
- Process insurance claims in compliance with Private Medical Insurance providers.
- Provide private and prospective private patients with an exceptional customer service experience.
- Provide administrative support to the wider Commercial Development Team as required.
- Provide reception cover within the Private Patients Unit in the absence of the receptionist.

Communication:

- To communicate with patients and patients relatives by telephone, email or in person enquiring about private patient services.
- To communicate with private patients over the phone or in person to obtain case histories prior to scheduling appointments.
- To communicate and maintain close working relationships with Consultants, Private Secretaries and other Manx Care colleagues who are involved in treating private patients.

Financial:

- The prompt and accurate raising and issuing of invoices to private patients or private health insurance companies.
- Close liaison with Finance Shared Services in the administration of private patient invoicing.

- Assisting Treasury in the provision of outstanding debt information and the collection of debt from private patients.
- Manage receivable and payable accounts and maintain private patients financial records

Competencies

All Manx Care colleagues are expected to recognise that the everyday business of the Organisation 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 organisation 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 **Commercial Development Officer**

The Commercial Development Officer, as Line Manager 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 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 post holder,
- Review and assessment of the post 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 post 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 employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This job description will be reviewed as necessary to reflect future requirements.

Health & Safety

The post holder is responsible for their own health and safety and the impact of their actions on others. The post holder will be responsible for identifying any possible risks or near misses to a responsible manager and/or the Health & Safety Review Group.

Management Authorities

The delegation of Management Authority for the roles within Manx Care has been granted by the Chief Officer 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

**Manx Care
Person Specification**

Job Title:	Commercial Administration Officer
Board:	Manx Care
Care Group:	Commercial Development Team
Grade:	Administrative Officer (AO) Pay band 7 (£26,537 to £32,010)

Attributes	Essential (E) or Desirable (D)	Method of Assessment
Credibility		
<ul style="list-style-type: none"> ○ Finance or book keeping qualification at NVQ level 2 or equivalent level of experience. 	D	CV
<ul style="list-style-type: none"> ○ Proven NHS or Private Healthcare background 	D	CV
Capability		
<ul style="list-style-type: none"> ○ Previous experience of working within a busy office environment. 	D	CV
<ul style="list-style-type: none"> ○ Previous experience in a commercial development and income generation role, ideally in a healthcare environment. 	D	CV/Interview
<ul style="list-style-type: none"> ○ Previous experience using computer-based systems and or various databases 	E	CV
<ul style="list-style-type: none"> ○ Previous experience of working with NHS Patient Administration systems, such as Careflow, Mediviewer, ICE and Healthcode. 	D	CV
<ul style="list-style-type: none"> ○ Previous experience of working with financial system AXAPTA. 	D	CV
<ul style="list-style-type: none"> ○ Proficient in the use of Microsoft packages (Word, Excel, PowerPoint) 	E	Interview
<ul style="list-style-type: none"> ○ Experience of financial administration and processing. 	D	Interview
<ul style="list-style-type: none"> ○ Experience of dealing with members of the public, both in person and on the telephone. 	E	Interview
<ul style="list-style-type: none"> ○ Excellent communication skills at all levels with internal and external stakeholders 	E	Interview
<ul style="list-style-type: none"> ○ Basic understanding of confidentiality and Data Protection Principles 	E	Interview

<p>Character</p> <ul style="list-style-type: none"> ○ Excellent organisational skills with the ability to work to tight deadlines ○ Team player with ability to work on own initiative under pressure ○ Able to build relationships quickly and manage relationships effectively. ○ Ability to deal positively with difficult situations e.g. dealing with complaints ○ Enthusiastic, methodical and reliable ○ Confident, adaptable and approachable 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>CV</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
<p>CARE</p> <ul style="list-style-type: none"> ○ Support the Commercial Team in creating two-way, supportive networks internally and externally ○ Understand the need of delivering on targets and owning work in a commercial environment. ○ Demonstrate a level of customer service that shows respect for others, listening, understanding, and welcoming different opinions. ○ Understand the need for sharing information and knowledge in a timely way. ○ Demonstrating consistency and equality. ○ Having high personal standards. ○ Being fair, accountable and trustworthy. ○ Acting with urgency and recognising others are impacted by your actions. ○ Looks for ways to continuously improve / develop processes and procedures to their role for the benefit of the service and those it affects. ○ Believes in what they are doing and presents themselves and their work in a positive way. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
<p>Circumstances and Interests</p> <ul style="list-style-type: none"> ○ Isle of Man worker ○ Satisfactory police check 	<p>D</p> <p>E</p>	<p>Application</p> <p>Pre-employment checks</p>