

Join us at UHB



Building healthier lives

Welcome from our CEO

Jonathan Brotherton



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

Kind: the kindness that people show to each other every day

Connected: the connections we build with everyone around us

Bold: the ability to be bold in how we think, speak and act

We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'J Brotherton', written in a cursive style.

Jonathan Brotherton
Chief Executive Officer

JOB DESCRIPTION

Job Title	Medical Workforce Administrator
Pay Band	3
Department	Medical Workforce
Division	Corporate
Reports to	Medical Workforce Manager
Professionally Responsible to	

JOB SUMMARY

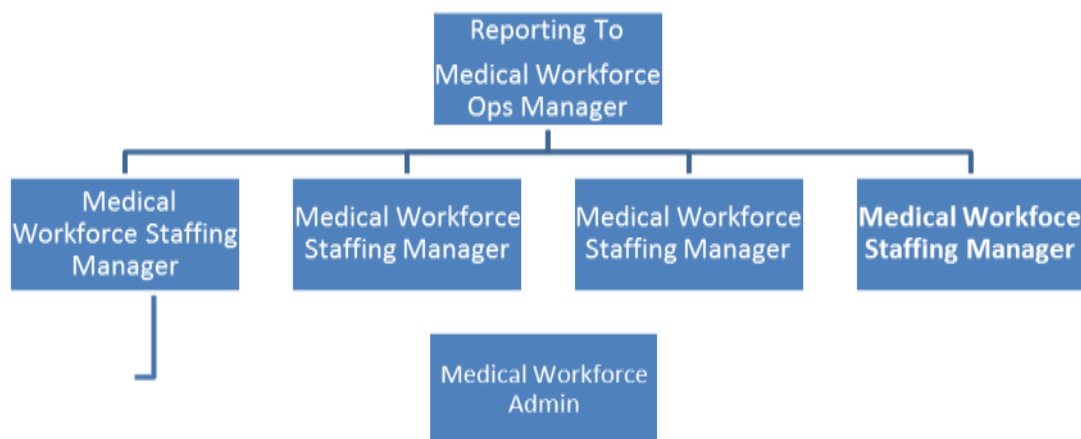
The Medical Workforce Team is responsible for the planning, monitoring and coordination of all Medical Staffing issues across the trust; we are looking for an enthusiastic, proactive and motivated administrator to join our dynamic team covering all 4 sites across UHB.

Flexibility and team working are essential to deliver a high quality service.

The successful candidate will have a professional approach, excellent interpersonal and communication skills and a confidential and compassionate outlook. They will be well organised with the ability to work on their own initiative as well as within a challenging team environment that is pressured and work to strict timescales in order to meet the needs of the service.

The successful candidate will have a good standard of education, excellent keyboard skills and be proficient in Microsoft packages. Training will be provided on in-house systems.

TEAM/DEPARTMENT STRUCTURE CHART



KEY WORKING RELATIONSHIPS

Internal:

- Managing Director
- Medical Director
- Divisional Finance Manager
- General Managers

- Operational Managers
- Consultants
- Clinical Service Leads
- Medical Resourcing Team
- Junior Doctor Monitoring Office
- Medical Education Team
- Junior Doctors (both inside and outside the division)
- Medical Staffing Manager & co-ordinators in other Divisions
- Head of Medical Workforce

External:

- Locum agencies

KEY RESPONSIBILITIES

MAIN DUTIES & RESPONSIBILITIES:

- To undertake typing which may include touch type from audio and/or copy type from written documentation which may include letters, emails, reports and any other correspondence as required.
- To exercise initiative and judgement based on acquired knowledge and experience when dealing with enquiries.
- Receiving and dealing with telephone enquiries as appropriate.
- To maintain diaries as required.
- Input and look up data on Trust IT systems in accordance with Trust policy.
- Analyse and extract complex data sets from a number of different sources.
- To ensure post is opened daily and dealt with accordingly.
- Arrange meetings and appointments as necessary.
- To assist colleagues as directed by the Supervisor/Line Manager in times of pressure of work.
- Co-operate in the introduction of new technology and new working practices to ensure the smooth running of the department.
- Photocopying, Scanning and filing letters and documents as required.

Communication

- Liaise with staff and service users
- Provide excellent telephone skills.
- Accurately record telephone messages and other enquiries and refer as appropriate.
- To provide a point of contact for service users.
- Provide effective communication and problem solving both face to face and via telephone.
- Be sympathetic and sensitive to the requirements of staff, service users when communicating by telephone or face to face, including dealing with a difficult situation, e.g. aggressive or demanding behaviour.
- Attend admin team / departmental meetings on a regular basis. Contribute to building effective teamwork in exchanging views, ideas and communicating effectively.

Analytical and Judgemental Skills / Freedom to Act

- Ability to analyse and extract complex data sets from a number of different sources.
- Ability to make decisions and take actions within the team relating to routine enquiries, whilst receiving support and supervision.
- Ability to recognise situations that should be referred onto the Supervisor/Line Manager and take prompt and appropriate action.
- Receive and open incoming post and take action as required.

Planning and Organisational Skills

- Organise own day-to-day work tasks showing an ability to prioritise in order to achieve set timescales.

- Ensure all theatre/clinic lists are fully utilised and that medical equipment is booked as appropriate.
- Book pre op appointments coordinating these with TCI dates.
- Follow up any DNAs.
- Book and monitor room bookings.
- Arrange transport as required.
- Support discharge planning as appropriate.
- Arrange meetings and case conferences as and when required.
- Arrange appointments and for clinical areas ensure that patients' appointments meet the requirement of the NHS 18 week.
- Manage at short notice cancellations and re bookings of patients as necessary onto appropriate lists.

Policy and Service Responsibilities

- Work collaboratively as part of an integrated team.
- Work within and keep up to date with National and Trust legislation, guidelines, policies, procedures, protocols and code of conduct relating to own role.
- Participate in and contribute to the effective introduction of new systems and initiatives leading to the improvement and development of patient services.

Responsibility for Staff

- Participate in the induction and training of all new members of staff.
- Demonstrate own activities to new / less experienced staff.

Responsibility for Information

- To liaise with medical records with regard to availability of medical notes as appropriate.
- To develop and maintain an efficient individual filing system on behalf of the team to include correspondence, reports, complaints, research and results.
- Prepare documentations such presentation, patient leaflets etc. using a range of IT software.
- Be responsible for confidentiality in line with Trust policy and procedures.
- Accurately input data using a variety of Trust IT systems in a timely way.
- Strictly adhere to Caldicott and the Data Protection Act.
- Prepare and scan information onto the Trust IT systems.
- Ensure all information held is kept up to date.
- Be responsible for the quality of information Photocopy and distribute documents as required.
- Shred and destroy confidential documentation in line with Trust policy.
- Provide information / produce basic routine reports at an appropriate level under supervision.
- Input staff information into the Electronic Staff Record (ESR) adhering to confidentiality and only accessing the information required to fulfil the role / task.

BUDGETARY AND RESOURCE MANAGEMENT

- Have a personal duty of care for all equipment and resources used.
- Maintain stock control such as stationery, clinical supplies, equipment and uniforms.

MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES

N/A

RESEARCH AND DEVELOPMENT

- Undertake surveys and routine audits of own work as and when required.

EFFORT

N/A

TRUST VISION & VALUES

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity.

Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are:

Kind: The kindness that people show to each other every day

Connected: The connections we build with everyone around us

Bold: The ability to be bold in how we think, speak and act

ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated:

PERSON SPECIFICATION

JOB TITLE: Medical Workforce Administrator	
TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Good General Education (eg. GCSE English and Maths A-C) • RSA level II or equivalent experience • Business Administration NVQ level 3 or equivalent experience in an administrative environment 	<ul style="list-style-type: none"> •
EXPERIENCE & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Experience of dealing with the 	<ul style="list-style-type: none"> • Experience of working in a busy environment

<ul style="list-style-type: none"> Public/Customer service experience Experience of working with a range of Microsoft Office packages (eg. Word, Excel and Outlook) Experience of using Trust IT systems 	<ul style="list-style-type: none"> Experience of working in Healthcare
SKILLS & ABILITY	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Good communication / customer care skills both written and verbal demonstrating sympathy and compassion Good keyboard/ IT skills Good organisation skills and ability to multitask Good time management skills Ability to deal professionally with enquiries from staff, Patients and Visitors Ability to problem solve Understand confidentiality and apply the principles in every day working practice Ability to pay attention to detail where there are predictable interruptions to the work pattern Ability to deal with stressful situations and sensitive issues 	<ul style="list-style-type: none">
OTHER SPECIFIC REQUIREMENT	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Work effectively and flexibly as part of a team to meet the needs of the services Confident in dealing with people at all levels Must be able to demonstrate an understanding of equality and diversity Mature open and flexible approach to work Demonstrates care and compassion Good inter-personal and communication skills. Good organisational skills Team Player Conscientious Demonstrates reliability, motivation and commitment Ability to travel to multiple sites 	<ul style="list-style-type: none"> Ability to work under pressure and deal with stressful situations

