JOB DESCRIPTION

Job Title: Departmental Administrative Support officer

Location: Infection Sciences

Reporting to: Infection Sciences Manager

Liaises with: All staff of various grades within the organisation, clinicians, other departments and colleagues for the benefit of service

Overall Job Purpose:
To provide a high quality administrative support service to the Infection Sciences team, and be the central point of contact co-ordinating information and queries coming into the office. To handle information that may be highly confidential and/or sensitive.

The post holder is key in supporting efficient working of the department under the guidance and supervision of the Floor Manager, and is responsible for:-

1. Providing a primary point of contact between the multi-disciplinary teams and their colleagues, patients, and GPs;
2. Acting as a source of advice and support for troubleshooting routine matters or resolving queries as appropriate..
3. Supporting the laboratory management teams to provide an efficient service;
4. Be responsible for the absence calendar management of the laboratory staff to enable informed approval of leave.
5. Take and upload minutes of all meetings, both scheduled and adhoc as needed.

Main duties
To include, but not be restricted to, the following duties:

The post holder will be responsible for maintaining of his/her own deadlines such as timely production of minutes.

He/she will have key working relationships with all members of the administrative, scientific and clinical teams including medical staff, allied health professionals and support workers. They will act as the first point of contact (in phone and in person) in communication with queries from RRLs, other TDL/HSL sites within the group, patients, GPs and other external hospital staff/tertiary referrers.

The post holder will be responsible for escalating queries to the relevant Manager/Section lead and will contribute to finding proactive solutions to routine issues.
Administrative & laboratory support duties

1. To handle enquiries, identifying the nature of the problem and referring to the appropriate manager/section lead.
2. To be able to interrogate the LIMS (Laboratory Information Management System) and provide an appropriate response to queries.
3. To assist the floor manager in ensuring that all relevant information is received and cascaded throughout the department.
4. To be the interface between laboratory and facilities management teams to highlight any malfunctions of all office equipment on the floor. To assist with the ordering, receipt, handling and storage of stationery.
5. To work independently without constant supervision
6. To organise regular/scheduled meetings and take notes as required. To produce and distribute minutes in a timely fashion, and follow up on outstanding actions.
7. To undertake work associated with enquiries and applications relating to the duties, responsibilities and services provided by Infection Sciences.
8. To provide administrative and secretarial support for EQA Schemes.
9. To assist in the maintenance of the Infection Sciences/HSL website as needed.
10. To maintain up to date databases for use in marketing of services.
11. To provide administrative support for the maintenance of quality management systems such as Q Pulse as requested.
12. To record staff absence and ensure communication to the appropriate Manager/Section lead within the department. To maintain and update contact lists for users of the service offered by Manual Blood Sciences.
13. To help with tracking requisitions with supplies.

General Administrative duties

1. To maintain office filing systems both manually and electronically as required.
2. To assist with induction and on the job training of new and bank members of staff.
3. To assist managerial staff with the investigation of complaints if required.
4. To be able to prepare presentations using power point.

Communication

1. To respond appropriately to queries, take phone messages and pass on written and verbal information within the specialties as appropriate.
2. To provide relevant information to patients, clinicians and colleagues.
3. To accept constructive feedback from colleagues.
4. To participate in discussions on the departmental service and quality improvements for the department.
5. To maintain professional boundaries and working relationships with colleagues and external users of service.

Personal and People Development

1. To understand own level of responsibility and accountability in relation to the team structure. Identify own learning needs and produce a personal development plan in consultation with line manager.
2. To participate in annual staff appraisal, staff development and in-service training activities.
3. To attend company orientation programmes, mandatory training sessions and annual updates.
4. To take part in reflection and appropriate learning from practice, in order to maintain and develop competence and performance.
General Duties

To become familiar with the day – to day organisation of the Laboratory as it affects your work. You should be aware of the functions of the members of staff in the Laboratory as they affect your work. To attend laboratory meetings as required.

To undertake such work as you are assigned in a careful and efficient way and in compliance with current quality standards, regulatory requirements and the HSL Quality Management System.

To communicate in a friendly, helpful and non-prejudicial manner in your dealings with staff, clients and / or customers as you will be regarded as a representative of your Laboratory as well as the Company, and you should behave accordingly. Matters regarding patients are confidential and must not be discussed except in the course of your duties. You will be expected to sign an undertaking to observe all patient and Company confidentiality.

To be aware of and abide by the rules and codes of the Laboratory. This includes all core HR policies such as absence reporting, requesting of annual leave, and is particularly important in the case of Health and Safety and Fire procedures (please see below).

To behave in a professional manner and co-operate with all other members of staff at all times.

You will be trained for the work you are expected to do. Do not attempt any work unless you have been signed off as competent to do so. These competencies must be maintained and reviewed. You should communicate any difficulties, problems, accidents or incidents affecting the department as soon as possible to a section leader/manager.

To adhere to and to positively promote the HSL Core Values

To maintain high standards of work within your Laboratory.

Other duties as assigned by the line manager.

ANNUAL JOINT REVIEW

Your performance will be continually assessed for competence, development and training needs and formally reviewed annually at a Training and Development Review. This will allow you to contribute to the corporate objectives of the department and HSL.

HEALTH AND SAFETY

- To be familiar and competent with procedures for dealing with the safe handling of biological and chemical materials in a laboratory environment.
- To be familiar and competent with procedures to deal with biological and chemical spillages in a safe manner.
- To be familiar and competent with procedures for the safe use of equipment used in the laboratory environment.

QUALITY STANDARDS

- To uphold the Quality Management System by understanding and observing the quality policies and procedures.
- To understand and perform all work in accordance with the Standard Operating Procedures in order to ensure compliance with all local and national standards of work practice, e.g. Clinical Pathology Accreditation (UK) Ltd.
- To comply with HSL policies pertinent to Clinical Governance and Risk Management.
- To ensure quality control and assurance procedures are followed.
• To identify opportunities to improve efficiency in own area.
• To assist in the establishment, maintenance and review of the quality management system
• To ensure analytical accuracy and confidentiality of results observing rules laid down by the Data Protection Act.
• To communicate any difficulties or problems to senior staff/Manager promptly
• To participate in the agreed audit programme as required.

EDUCATION AND TRAINING
• To provide support for less experienced colleagues as requested.
• To review and agree personal development, educational and training needs with the department Training Officer and appropriate Line Manager.
• To maintain own personal development portfolio and training records.

CONFIDENTIALITY AND DATA PROTECTION
You have a responsibility to comply with the Data Protection Act 1998 and to maintain confidentiality of staff, patients and Trust business.
If you are required to process information, you should do so in a fair and lawful way, ensuring accuracy is maintained. You should hold information only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose.
You should disclose information only to authorised persons or organisations as instructed. Breaches of confidentiality in relation to information will result in disciplinary action, which may include dismissal. Employees are expected to comply with all HSL policies and procedures and to work in accordance of the Data Protection Act 1998. For those posts where there is management or supervision of other staff it is the responsibility of that employee to ensure that their staff receive appropriate training.

CONFLICT OF INTEREST
HSL is responsible for ensuring that the services provided to NHS institutions for patients in their care meet the highest standards. Equally, it is responsible for ensuring that staff do not abuse their official position, to gain or benefit themselves, their family or friends.

EQUALITY AND DIVERSITY
HSL values equality and diversity in employment and in the services we provide. It is committed to promoting equality and diversity in employment and will keep our policies and procedures under review to ensure that the job related needs of all staff working in HSL are recognised. Selection for training and development and promotion will be on the basis of the individual’s ability to meet the requirements for the job.
You are responsible for ensuring that HSL’s policies, procedures and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

STANDARDS OF DRESS
All staff are expected to abide by guidance on standards of dress.
Person Specification – Departmental Administrative Support officer

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<tr>
<th>Attributes</th>
<th>Requirements</th>
<th>E/D</th>
<th>Evidence</th>
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<tbody>
<tr>
<td><strong>Qualifications</strong></td>
<td>1. Educated to GCSE level or equivalent, including Grade C or higher in English</td>
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<td>Application documents/ Interview</td>
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<td>2. NVQ Level 3 in Healthcare, Customer Care of Business Admin or equivalent.</td>
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<td>3. Further admin &amp; secretarial qualification</td>
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<td>Application documents / interview</td>
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<td><strong>Experience</strong></td>
<td>1. Demonstrable knowledge of secretarial procedures at a high level of competence acquired through both training and experience</td>
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<td>2. Proven experience of working in an office environment</td>
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<td>3. Previous NHS or healthcare experience</td>
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<td>4. Well versed with MS office package.</td>
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<td>5. Be able to prepare power point presentations</td>
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<td>6. Evidence of working in a Clinical/Scientific team</td>
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<td><strong>Skills and Abilities</strong></td>
<td>1. Able to communicate accurately and effectively with patients and colleagues, verbally and in writing</td>
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<td>2. Able to follow instructions and complete assigned tasks.</td>
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<td>3. Able to deal with the public in person and on the phone</td>
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<td>4. Understands importance of maintaining confidentiality</td>
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<td>5. Demonstrates understanding of own role within the team</td>
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<td><strong>Personal Qualities</strong></td>
<td>1. Able to communicate effectively in English with people at all levels. Demonstrate professionalism and a customer-focused attitude.</td>
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<td>2. Calm under pressure, punctual and reliable.</td>
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<td>3. Helpful, friendly and polite</td>
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<td>Flexible, highly motivated, effective team player; committed to the corporate quality objectives</td>
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<td>Commercially aware</td>
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<td>4. Commitment to working the hours required to fulfil the job, including flexibility of working</td>
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<td>5. Ability to work accurately and with attention to detail</td>
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<td>6. Able to maintain self-control in difficult and challenging situations, display professional work ethic, reliable, flexible and work well in a team</td>
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<td><strong>Other</strong></td>
<td>Commitment to further continuing education and professional development</td>
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<td>Interview</td>
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Title: Dept. Admin Support officer
Written By: O Joseph/A Hannah
Authorised By: T Herriman
Date: 25th Aug 2017
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