|  |  |
| --- | --- |
| Last updated: | April 2024 |

**JOB DESCRIPTION**

|  |  |  |  |
| --- | --- | --- | --- |
| Post title: | Clinic Administrator | | |
| Post number: |  | | |
| Academic Unit/Service: | Auditory Implant Service (AIS); Enterprise; Faculty of Engineering and Physical Sciences | | |
| Career pathway: | Management, Specialist and Administrative (MSA) | Level: | 2b |
| \*ERE category: | N/A | | |
| Posts responsible to: | Auditory Implant Service (AIS) Admin Team Manager – L4  Senior Administrator L3 (x2) | | |
| Posts responsible for: | N/A | | |
| Post base: | Office-based | | |

|  |
| --- |
| Job purpose |
| To provide comprehensive, effective and efficient secretarial and administrative support to the University of Southampton Auditory Implant Service (USAIS) and its customers, colleagues, partners and visitors. |

| Key accountabilities/primary responsibilities | | % Time |
| --- | --- | --- |
|  | To carry out administrative tasks relating to the management of patients including using a specialised Patient Administration System. Task will include booking appointments, diary coordination, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation. | 20% |
|  | Supporting Senior Administrators to ensure continuity of service including covering for other administrative tasks in preparation for events, projects, reports and workshops. | 20% |
|  | Data entry and uploading documents to the Patient Administration System and sending documents to patients and outside agencies. Ensuring accurate and timely record keeping, maintaining and archiving (electronic and physical) patient files and keeping them in good order. Adhering to data protection and information governance policies and procedures. | 20% |
|  | Applying a good working knowledge of complex administrative systems, resolving problems and queries and fostering AIS relationships with both internal and external customers (escalating to management where appropriate). | 10% |
|  | Covering reception role in case of absence or at busy periods, which includes welcoming visitors, checking patients in on the patient admin system, directing them to their correct destination, retrieving and returning files to/from store. | 10% |
|  | To analyse, manipulate and interpret complex information in order to compile detailed summary reports. | 10% |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 10% |

| Internal and external relationships (including nature and purpose of relationships) |
| --- |
| * Close working relationship with the AIS Senior Administrators and the rest of the administration team. * Liaison with hospitals, GP surgeries and patients where appropriate. * Communication with the Director and Associate Directors of AIS with respect to the smooth running of the department. |

| Special Requirements |
| --- |
| Understanding of the need for Data Protection and Information Governance Policies and Procedures.  Standard Disclosure and Barring Service (DBS) clearance will be required. |

**PERSON SPECIFICATION**

|  |  |  |  |
| --- | --- | --- | --- |
| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge & experience | Skill level equivalent to achievement of NVQ2, GCSE or City and Guilds.  GCSE Mathematics and English or equivalent qualifications/equivalent level of skill  Previous work experience within an administrative or customer service support role.  Demonstrable experience of using Microsoft Office including word-processing and spreadsheets and mail merge  Ability to produce clear, accurate and concise written documentation. | Training as a medical secretary  Experience of working as a medical secretary or in a clinic environment  Experience of working in a health care setting | Application form/CV  Interview  Test task |
| Planning & organising | Able to effectively organise allocated work activities and assist in the effective organisation of non-standard tasks and events.  Proven ability to use initiative to source information regarding |  | Interview  Test task |
| Problem solving & initiative | Demonstrable ability to work independently to solve a range of problems relating to administrative processes.  Proven ability to use initiative to source information regarding administrative procedures. |  | Interview  Test task |
| Management & teamwork | Demonstrable ability to work; independently, as part of a large team and under supervision to ensure that deadlines and quality standards are maintained |  | Application form  Interview |
| Communicating & influencing | Excellent communication and interpersonal skills to include telephone, email and face to face and use of nonverbal skills.  Experience of providing advice on administrative procedures to colleagues and external customers.  Proven experience of seeking and clarifying information and providing assistance where necessary. | Ability to adapt communication with deaf people (deaf awareness training given) | Application form  Interview |
| Other skills & behaviours | Confident, courteous and tactful when dealing with colleagues, visitors and members of the public.  Smart appearance |  | Application form  Interview |
| Special requirements | Compliance with Data Protection and Information Governance Policies and Procedures.  Standard Disclosure and Barring Service (DBS) clearance will be required. |  | Application form  Interview  Test task |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

|  |  |
| --- | --- |
| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

|  |  |  |  |
| --- | --- | --- | --- |
| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles (e.g. car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (e.g. strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |