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Job Description

Post title: **Administrative Officer**

Date last updated/evaluated: January 2025

Author: SEC/MJA

Standard Occupation Code: Not applicable

School / Department: Enterprise, Auditory Implant Service

Faculty / Directorate: FEPS

Job Family: Management, Specialist and Administrative (MSA)

Grade: Level 2b

ERE Pathway (if applicable): Not applicable

Post reporting to: Clinic Operational Manager

Post line report(s): n/a

Post base location: Campus **:** Highfield

Job purpose:

Work with the Clinic Operational Manager and administrative and clinical staff and its customers, colleagues, partners to ensure effective management of USAIS patients through the appropriate clinical pathway.

Provide comprehensive, effective and efficient administrative and operational support to the University of Southampton Auditory Implant Service (USAIS).

While work is supervised, but the post holder will typically have scope to adapt their approach, determine the sequence of work and use initiative to resolve common issues.

## Key accountabilities and indicative time allocation:

1. **25%**

Perform a range of complex standardised administrative, customer service and/or support activities requiring proficiency within established processes or specialisms, including the use of a specialised Patient Administration System.

1. **25%**

Be deployed flexibly to maintain service continuity and apply in-depth knowledge of a range of specialised, established systems, processes, and equipment to effectively complete tasks related to the patient pathway for individuals receiving care from the Auditory Implant Service.

1. **20%**

Progress and resolve a range of enquiries of varying complexity from patients, carers and hospitals and other USAIS stakeholders. Interpret and apply established University and USAIS procedures. Use initiative to identify and resolve common problems. Seek input from senior colleagues when required and judge when to escalate more complicated cases or problems.

1. **10%**

Plan and prioritise own short-term work activities as directed by senior colleagues as required by USAIS workload and capacity. Clarify requirements, determine sequence of work and adapt approach if required, within overall requirements.

1. **10%**

Manipulate, analyse and/or evaluate standard information or data. Prepare documentation or reports in a range of standardised formats to inform others and/or support decision making.

1. **5%**

Work collaboratively and communicate effectively with the multi-disciplinary team to ensure service delivery according to required USAIS Key Service Outcomes.

1. **5%**

Any other duties as allocated by the line manager following consultation with the post holder.

* Internal and external relationships:

USAIS, Faculty and University senior management

Line Manager and Senior Operational Support Staff

Close working relationship with Clinical Co-ordinator and Team Leaders and all staff within USAIS

External customers including hospitals, GP surgeries and patients/carers where appropriate.

Special requirements:

* Excellent communication skills are essential
* The maintenance of confidentiality in information and data management is mandatory
* The post will require the holder to possess excellent attention to detail and record keeping skills

# Person Specification – Skills and Competencies

All essential and desirable criteria outlined in this Person Specification will be assessed through a combination of recruitment application and CV, and where applicable numerical or written assessment.

**Knowledge, Experience and Qualifications**

Essential

* Practical knowledge and experience in a relevant operational discipline. Practical knowledge may have been gained through some or all of the following:
  + Relevant work experience within an administrative or customer support role
  + Vocational training
  + Formal qualification(s) equivalent to Level 2 or 3 of the [Regulated Qualifications Framework](https://www.gov.uk/what-different-qualification-levels-mean/list-of-qualification-levels) e.g. AS or A Level, intermediate or advanced apprenticeship, or Level 2 or 3 award, certificate, diploma, NVQ.

Desirable

* Experience of working in a health care setting or clinical environment

**Teamwork and Communication**

Essential

* Excellent communication and interpersonal skills to include telephone, email and face to face and use of nonverbal skills.
* Contributes to team effectiveness by sharing information and supporting others.
* Ensures any supervised staff are clear about their role and responsibilities.
* Explains procedures and provides assistance to others.
* Seeks and clarifies detail as required.

Desirable

* Ability to adapt communication with deaf people (deaf awareness training given)

**Planning, Organisation and Resource Management**

Essential

* Demonstrates good knowledge of the role and its context.
* Effectively organises allocated work activities.
* Assists the organisation of non-standard work activities and events.

Desirable

**Problem Solving and Initiative**

Essential

* Solves simple problems and adapts to changing circumstances within established practices and procedures.

Desirable

* Proven ability to use initiative to source information regarding administrative procedures.

# Job Hazard Assessment

A full health clearance is required for this role where any hazards marked “**^**”, using the agreed Occupational Health referral template [available from here](https://sotonac.sharepoint.com/teams/HealthWellbeing/SitePages/Occupational-Health.aspx). Where a full health clearance is required, this will apply to all role holders, including existing members of staff.

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**Physical Environment**

Working outside **^** Not applicable

Exposure to noise levels >80dbA **^** Not applicable

Working with dust or fumes **^** Not applicable

Working with skin irritants **^** Not applicable

Working with chemicals (industrial or cleaning) **^** Not applicable

Working in a confined space **^** Not applicable

Working at height **^** Not applicable

Working with sewage **^** Not applicable

Contact with cytotoxins **^** Not applicable

Exposure Prone Procedure (EPP) work **^** Not applicable

Contact with clinical specimens or pathology work **^**  Not applicable

Direct patient care or patient contact Not applicable

Exposure to temperature extremes Not applicable

Frequent hand washing Not applicable

Ionising radiation Not applicable

**Psychological and Social Environment**

Working shifts **^** Not applicable

Working nights **^** Not applicable

Lone working Occasionally <30% Time

Working with children Not applicable

Exposure to persons with challenging behaviourNot applicable

Working with larger groups Frequently 30-60% Time

**Equipment, Tools and Machines**

Working with vibrating machinery or tools **^** Not applicable

Driving duties e.g. LGV, PCVs, forklift trucks **^** Not applicable

Food handling Not applicable

Contact with latexNot applicable

**Physical Abilities**

Prolonged physical movements or actions e.g. walking **^** Not applicable

Prolonged Standing or Sitting **^** Constantly >60% Time

Moving or handling heavy loads **^** Not applicable

Repetitive pulling or pushing **^** Not applicable

Repetitive climbing (steps, stools, ladders, stairs) **^** Not applicable

Repetitive crouching, kneeling or stooping Not applicable

Repetitive lifting Not applicable

Fine motor grips (e.g. pipetting) Not applicable

Repetitive reaching below shoulder height Not applicable

Repetitive reaching at shoulder height Not applicable

Repetitive reaching above shoulder height Not applicable

# Behaviours

Our [Inclusion and Respectful Behaviour Policy](https://www.southampton.ac.uk/about/governance/regulations-policies/policies/inclusion-respectful-behaviour) describes the expectations of everyone who is a part of our community.

Our **Southampton Behaviours** (below) outline the responsibilities we each have in working collaboratively to achieve our University strategy.

**Personal Leadership**

- I take personal responsibility for my own actions and an active approach towards my development.

- I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly.

- I demonstrate pride, passion and enthusiasm for our University community.

- I demonstrate respect and build trust with an open and honest approach.

**Working Together**

- I work collaboratively and build productive relationships across our University and beyond.

- I actively listen to others and communicate clearly and appropriately with everyone.

- I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish.

- I proactively work through challenge and conflict, considering others’ views to achieve positive and productive outcomes.

**Developing Others**

- I help to create an environment that engages and motivates others.

- I take time to support and enable people to be the best they can be.

- I recognise and value others’ achievements, give praise and celebrate their success.

- I deliver balanced feedback to enable others to improve their contribution.

**Delivering Quality**

- I identify opportunities and take action to make improvements.

- I plan and prioritise efficiently and effectively, taking account of people, processes and resources.

- I am accountable for tackling issues, making difficult decisions and seeing them through to their conclusion.

- I encourage creativity and innovation in others, to deliver workable solutions.

**Driving Sustainability**

- I consider the impact on people before taking decisions or actions that may affect them.

- I embrace, enable and embed change effectively.

- I regularly take account of external and internal factors, assessing the need for change, and gaining support to move forward.

- I take time to understand our University strategy and communicate this to others.