BrisDoc

Clinical Team Administrator

Job Description & Person Specification

Job Overview

We are looking for a Clinical Team Administrator to join our Clinical Administration Team. A good work ethos with integrity and reliability are essential attributes.

Your primary purpose will be to support and assist the employed Clinicians within Severnside IUC. Whilst working with the Clinical Admin Team Manager and Clinical Leads in all aspects of activity, relating to the management of the employed clinical workforce within Severnside IUC. You will be the single point of contact and resolve issues on a day-to-day basis, proposing, facilitating appropriate solutions and escalating as appropriate to the Clinical Admin Team Manager. You will liaise with key personnel to ensure effective communication and management of workflows in all aspects of clinical workforce.

Key Responsibilities

General

- The first point of communication and contact requiring empathy, resolving issues and escalating if required.
- Ensuring all team information and Lead teams are up to date and documents reflect team changes
- Minuting meetings as required
- To conduct meetings with Clinicians

Rota Management

- Communicating effectively within the clinical teams and across a wide range of departments to ensure the clinical rotas are fully resourced, recording annual leave, overtime and sickness across employed clinical workforce.
- Using RotaMaster to record adjustments, leave, sickness and create reports.
- Completing Change of Condition forms for the employed clinical workforce
- Calculating holiday payback and reporting to Payroll as required
- Rota creation and management for Leads flexi rota

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Recruitment

- Recruitment Support including interviewing Clinicians, liaising with the new employees and the People Team, including welcoming and organising induction shifts including the Clinical Hub
- Creating a shift pattern which ensures the organisational needs are met and it is sent for sign off.

Payroll

- Working with Payroll and Rota Team to adjust payroll errors within RotaMaster
- Directing and assisting with Pension enquiries

Training

- Ensuring that the employed clinical workforce training, statutory and mandatory and yearly reviews are completed in line with workforce obligations.
- Creating statutory and mandatory training reports
- Supporting the Clinical Admin Team Manager with training non-compliance within the teams

Reporting

- Providing administrative support to the Clinical Leads as required. For example, the monthly Quality Report

General

- Work in line with BrisDoc policies and procedures, including confidentiality, information governance, health and safety, equality, diversity and inclusion
- Maintain a professional and reliable approach at all times
- Undertake any other duties reasonably required within the scope of the role

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Person Specification

Qualifications

Essential

- Good general level of education, which must include GCSE grade 4/5 or above (or equivalent) qualifications in English and Maths

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Desirable

- Formal training in business administration
- A short-hand qualification -Formal typing/word processing qualification (E.G. RSA III)
- Excel qualification

Knowledge and Experience

Essential

- Experience of production of meeting agendas and minute taking
- Experience of full range of administrative procedures
- Fluency in Microsoft office products including MS Word, MS Excel and MS PowerPoint, Outlook, Teams

Desirable

- Experience in managing diary and bring forward systems
- Experience of providing PA support
- RotaMaster knowledge

Skills, Abilities and Attributes

Essential

- Evidence of Numerical skills
- Excellent verbal and written communication skills
- Able to manage sensitive and emotive situations remaining impartial and nonjudgmental.
- Able to navigate difficult discussions constructively and respectfully
- Able to maintain confidentiality at all times with regards to staff and patients
- Produce work with a high level of accuracy and attention to detail.
- Able to work autonomously
- Able to work within a team and take instruction as required.
- Sound understanding of basic data analysis and presentation methods
- Self-motivated and able to use own initiative
- Good time management and able to prioritise work, recognising own limitations and acting upon them appropriately.

- Ongoing commitment to personal development, willing to participate in further training needs
- Organised, systematic and flexible. Good time management being able to prioritise work, multitask and work under pressure

Desirable

- Confidence in communicating with professionals over the telephone, via teams, and in person