

Job Description: Senior Administrator



Function:	Healthcare
Position:	Senior Administrator
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Practice Manager
Additional reporting line to:	Head of Healthcare
Position location:	HMP / YOI Bronzefield

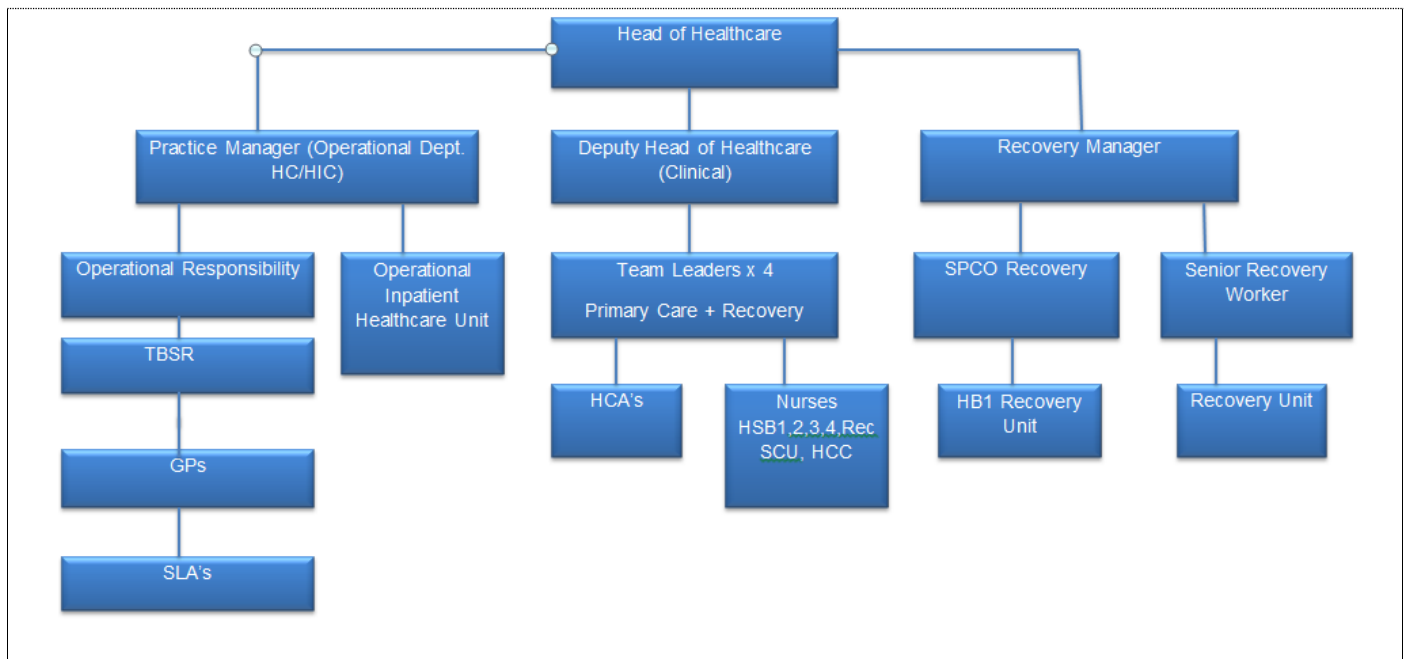
1. Purpose of the Job –

- Provide general administration support across a number of areas within the business performing a variety of duties to ensure the smooth running of the function and providing a service to the prison.
- To support the management of the healthcare function, with a focus upon continuous improvement, providing a range of accurate , timely and meaningful data
- To manage the processes involving information governance and data security
- To contribute toward the financial management of the service.
- To deputise for the Practice Manger is his or her absence

2. Dimensions

Head of Healthcare
Practice Manager
Senior Administrator
Administrators

- ## 3. Organisation chart
- Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues –

- Attend any training as and when required.
- Recruitment and retention of staff within the healthcare team
- Member of Partners Multi-Disciplinary Team Meeting Forum's, Medicines Management, Clinical Governance

5. Main assignments

- Administration actions will be completed accurately and in a timely way and will satisfy all appropriate audit requirements
- Team members will be supported effectively.
- Management information provided accurately and within specified deadlines.
- All records maintained accurately and completed within specified legal requirements where appropriate and in accordance to any prison service order and instructions where applicable
- To work in accordance with all Sodexo policies and procedures
- Work closely with NHS Commissioners with data gathering.
- Project leading the implementation of recurring screening programs offered by Public Health England.
- Prioritise and organise own workload effectively and efficiently
- Assisting Practice manager to ensure the smooth day to day running of the department.
- Oversee all systems for patient data security and protection, ensuring compliance with legislation and policy
- Monitor compliance with Information Governance requirements, including annual staff completion of N3 training
- Provide periodic reports as required by the Head of Healthcare or Director
- Oversight of the process of scanning into patient records as the practice moves toward a paper-light system
- Provide reports and a detailed analysis of the key performance targets.
- To develop and maintain a meaningful system of data capture regarding escorts and bedwatches, enumerating planned and emergency figures

- Build relationships with key internal and external stakeholders such as local Hospitals and Prisons.
- To be involved in the recruitment process for the administrative posts within the team including ensuring the job description/person specification is appropriate and participate in the interview process. Provide mutual support to the team during times of workload pressure, to organise annual leave for administrative staff to ensure adequate cover for the team as well as to organise cover during periods of sick leave, staff one to ones and performance reviews.
- Co-ordinate all external an independent audits.

6. Accountabilities

- Assist in the production of management information, regular reports, establish trends and patterns from information received.
- Monitor and oversee all filing and ensure that record systems are kept up-to-date and stored securely.
- Responsible for all administrative duties as required by the Manager, ensuring the function is run efficiently and cost effectively when performing work as required and planned.
- Abide by the corporate strategic directions, Contract Delivery Indicators, MoJ/NOMS service specifications and all appropriate Regulations and Health and Safety Policies.
- Deal with the day-to-day demands on the service and aim to resolve problems with the Practice Manager and relevant clinical leads. Use own initiative to ensure that urgent matters are brought to the attention of the Practice Manager.

7. Person Specification –

Essential

- Experience working in a similar environment or role
- Skilled in the use of SystmOne
- Experience of working under pressure and to deadlines
- Ability to work under pressure, prioritising workload and manage time
- Skilled in use of Microsoft Office
- Understanding of Information Governance and Data Security
- Excellent interpersonal skills and ability to communicate effectively with people internal and external to the organisation
- Ability to work in a team as well as work under own initiative

Desirable

- Health, social welfare or voluntary sector experience
- Knowledge of the English legal system
- High quality organisational and administrative
- Understanding of clinical governance processes
- Understanding of health records management
- Prince 2 Project Management
- Experience of handling confidential information
- Aptitude to think logically and objectively when resolving problems

This job description only covers the key result areas and as such does not intend to provide a comprehensive list of objectives. Specific objectives will be subject to annual review in consultation with the post holder and may develop to meet changing needs of the service. Sodexo aims to maintain the goodwill and confidence of its own staff, service users and the general public. To assist in achieving this objective, it is essential that at all times employees carry out their duties in accordance

with the Sodexo's Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

The post holder will be required to observe local Health and Safety arrangements and take reasonable care of him/herself and persons that may be affected by his/her work ensuring compliance with the requirements of the Health and Safety at Work Act 1974.

The post holder will be required to familiarise his/herself with, and adhere to, all Prison security procedures and protocols

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

- Working with others
- Planning and organising
- Resilience
- Continuous improvement
- Results orientated

9. Management Approval – To be completed by document owner

Version	1	Date: 13/12/16	
Document Owner	Michael Underwood		