

## Job Title

Administrator

## Job Description

As an Administrator, you will be responsible for the strategic, financial and day-to-day running of the hospital. You would need to liaise with clinical and non-clinical staff and other partner organisations, while considering the demands of political policy and local circumstances. You will be required to manage the cost, delivery and quality of healthcare services.

## Duties of the job include:

- Managing clinical, professional, clerical and administrative staff;
- Managing the recruitment, selection, appraisal and development of staff;
- Overseeing the day-to-day management of the organisation.
- Implementing new policies and directives;
- Liaising and negotiating with medical and non-medical staff internally (often at the most senior levels) and with people in external organisations, e.g. social services, voluntary groups or the private sector;
- Gathering and analysing data and using it to plan and manage both projects and systems;
- Working towards ensuring quality and value for money for patients;
- Extrapolating data for quality assurance and monitoring purposes;
- Setting budgets and maintaining finances within tight constraints;
- Planning and implementing strategic changes to improve service delivery;
- Attending meetings, writing reports and delivering presentations to a variety of audiences; clinical governance and audit;
- Sitting on committees and representing the views of departments and teams;
- Handling communications and corporate affairs;
- Managing premises, catering, cleaning, portering and security (often via sub-contractors);
- Purchasing equipment and supplies and organising stores;
- Using computers to manage information and financial data and to analyse and measure performance.

## Key Skills

- Communication skills, both oral and written, as you will need to communicate effectively with a variety of individuals and professional groups;
- Listening skills and the ability to negotiate with and persuade others;
- Motivation, interest in the sector and identification with the common values and aims;
- Patient/customer focus;
- An emphasis on achievement of results and both the energy and enthusiasm to ensure that objectives are met;
- Initiative and leadership skills and the ability to gain the trust, commitment and cooperation of others;
- Team working skills and the ability to collaborate effectively with others;
- The ability to grasp clinical issues, including the understanding of treatments and evolving medical technologies;

- Organisational skills to deal with a diverse range of challenges;
- Flexible and creative problem-solving ability;
- Decision-making ability, particularly in sensitive areas such as the allocation of funds or organising staff levels for a unit;
- Numeracy and the ability to analyse complex issues, absorb information, understand data and identify underlying trends;
- Adaptability and readiness to challenge existing practices and find alternatives;
- The ability to cope with pressure, stress and ongoing change in the form of new medical technology and treatments, policies, practices and reorganisation.

### **GENERAL RESPONSIBILITIES: POLICIES AND PROCEDURES**

The post-holder is required to familiarise themselves with all policies and procedures and to comply with these at all times. Failure to comply with any of these policies may result in disciplinary action up to and including dismissal. These have been agreed with staff and Staff Side and are as follows:

- Treat others as you would like to be treated;
- Listen to and support others and make time to do so;
- Seek, acknowledge and value others' experience and contribution;
- Acknowledge others' beliefs;
- Be courteous and considerate to all;
- Treat others fairly and equally;
- Be honest and trustworthy and act with integrity;
- Encourage others to treat all staff with respect;
- Challenge the behaviour of staff who do not show respect to other.

### **CONFIDENTIALITY & DATA PROTECTION**

The post-holder must maintain the confidentiality of information about clients, staff and other health service business and meet the requirements of the Data Protection Act (1998) at all times. The post-holder must comply with all company Information and Data Protection policies at all times.

### **HEALTH AND SAFETY**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and any subsequent relevant legislation and must follow these in full at all times including ensuring that they act in line with all agreed procedures at all times in order to maintain a safe environment for clients, visitors and staff. Failure to comply with these policies may result in disciplinary action up to and including dismissal.

### **MANAGING STRESS**

The company has an agreed policy & procedure which links with a range of services and arrangements for staff to manage stress. All staff are required to familiarise themselves with the policy and services to best manage their own and their colleagues' stress.

### **HEALTHCARE ASSOCIATED INFECTIONS (HCAIs)**

All staff has a responsibility to act and follow all instructions to protect Clients, staff and others from HCAIs. All staff are required to follow the Hygiene Code and all company policies and procedures related to it and the Health Act 2006. Failure to comply with any of these may result in disciplinary action up to and including dismissal.

### **EQUALITY & DIVERSITY**

The company has adopted a Managing Staff Diversity Strategy & Policy covering all of its staff and it is the responsibility of all staff to comply with these requirements at all times. The key responsibilities for staff under this Strategy and Policy are set out in the Code of Conduct for Employees. Failure to comply with these policies may result in disciplinary action up to and including dismissal.

## **FLEXIBILITY**

This job description is intended to provide a broad outline of the main responsibilities only. The post-holder is required to be flexible in developing their role in agreement with their designated manager. In addition, they may be required by their manager to carry out any other duty commensurate with their banding and expertise.

## **EXPERIENCE REQUIREMENT**

Minimum 2 years of experience in a healthcare role as an Administrator.

## **DESIRABLE QUALIFICATION:**

- You should have a minimum 2:2 degree in general management / human resource management / health informatics management / finance or an alternative equivalent health or management-related qualification.