**Job Description & Person Specification**

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| Position: | Workforce Administrator | Division: | UCN |
| Location: | Corby | Reporting to: | Workforce Manager |

# Purpose of the Role

DHU Urgent Care CIC is a non-profit making provider of urgent care and out of hour’s services.

The post holder will be part of a team based in Corby Urgent Treatment Centre. The post holder will participate in maintaining a centralised rota management (rotamaster) system for the operational purpose and provide an administrative service to support service delivery. Computer systems will be used to capture rota information. The Workforce Administrator will be part of a multi-professional / skilled team including medical, clinical and support staff providing accessible services to the population.

A commitment to a quality service and excellence in all that DHU Health Care CIC undertakes are integral to the role and the development of the service.

The post holder will participate in promoting and advancing DHU Health Care CIC.

# Key Areas of Responsibility & Accountability

Rotas

* Pro-actively ensure that staffing requirements within DHU Operations and Clinical Services are met by maintaining an effective / efficient rota system.
* Perform any administrative tasks supporting the creating, collation and completion of rotas within DHU, as required.
* Communicate efficiently with all personnel covered by the rota system to ensure clarity of working times and arrangements, in order to maintain financial viability of service.
* Assisting with the maintenance of a centralised rota/staff database to facilitate joined up working with other departments within DHU i.e. finance, human resources etc.
* Provide detailed and accurate management information from the rota/staff databases, when requested.
* Maintain/update the rota website and upload details on a daily basis to ensure efficiency of service is maintained.
* Ensure that the appointment systems for the DHU bases and peripherals are maintained and kept up to date.
* Notify Workforce Manager of any efficiency that could be made within the provision of service to facilitate quality improvement within the organisation.
* Deal appropriately with instructions and queries from surgery staff, clinicians and outside agencies and escalate to management where appropriate.
* Accurately record leave and sickness on the database in order to provide information to support the human resource and finance departments and make the need for manual timesheets obsolete.
* Liaise pro-actively with appropriate DHU management regarding problems filling / covering the rotas and assist in finding solutions.
* Assist the Workforce Manager with the administration of additional tasks.
* Be aware, at all times, of the financial impact of over resourcing and the operational effect to patients and staff of under resourcing and assist the Workforce Manager in maintaining the correct balance between the two.

General Duties

* Perform general administrative and clerical duties and maintain manual/computerised records as required by management.
* Adhere to all procedures, protocols and other relevant memorandum as appropriate.
* Provide assistance to new members of staff to ensure the maintenance of a high quality service.
* Attend training and meetings as and when required to do so by Management.
* Maintain strict confidentiality in relation to all issues concerned within the service and adhere to the requirements of the Data Protection Act 1984.
* Provide cover for sickness, bank holidays, annual leave, etc for any associated member of staff, as requested.
* Adhere to Health and Safety Policy.
* Communicate outstanding issues to your manager or senior co-ordinator before going off duty.
* Notify Line Manager/s immediately of any circumstances which may affect the provision of a high quality service.
* Maintain a tidy work environment at all times.
* Organise and prioritise effectively own work schedule and work with minimum supervision.
* Answering all calls in a timely, efficient and courteous manner.
* Keeping our patients, the public and ourselves safe and well is part of every role in DHU. To maintain high levels of safety all staff are encouraged to  openly report incidents and any risk identified  in Datix or where not possible to use Datix to report through the Shift report.

Communications and Working Relationships

* Staff within DHU Health Care CIC, related organisations and local GP surgeries.
* Clinical and managerial staff and participating Clinical Commissioning Groups.
* Clinical and other appropriate staff in local primary and secondary care services.
* Out of Hours and other related services within the local health economy.

The job description may be subject to review over time in discussion with the post-holder.

It is expected that this post holder will work flexibly according to the needs of the service.

This job description is not exhaustive, and it is expected that the post holder will be flexible in their approach, and undertake any reasonable duties as requested by Management / Directors.

# Person Specification

The job holder will have;

* 4 GCSE’s Grades A-C or Equivalent, including English and Maths
* 6 months suitable experience of a busy office environment
* Proven ability to communicate with a variety of people
* Experience of IT systems and Microsoft Office programs
* Proven organisational skills
* Good IT literacy with knowledge of Excel and other Microsoft packages
* Excellent interpersonal & communication skills
* Ability to use own initiative
* Accurate record keeping
* Excellent telephone manner
* Good at problem solving
* Listening skills
* Effective time management
* Ability to maintain strict levels of confidentiality
* Excellent attention to details

# Other

* Commitment to the role
* Flexibility to meet service needs
* Proven team player
* Sense of humour
* Ability to work under pressure

Desirable

* A Levels, GCSE/A Level IT
* Excel qualification
* NHS experience, experience of rotaring
* Experience of maintaining databases
* Proficient and competent in the use of Rotamaster
* Full UK Driving Licence
* Ability to travel if required

# Behavioural Skills

* Compassionate - We show kindness, consideration and understanding in everything we do – and demonstrate our caring nature to our patients, people and communities.
* Accomplished - We are available day and night – a responsive, adaptable, professional NHS partner, providing the best advice, care and treatment for every individual.
* Respectful - We recognise the value that individual and team differences bring - welcoming views, listening, being honest, and learning from others’ experiences.
* Encouraging - We believe everyone matters, so we inspire confidence in others - promoting ‘speaking up’, fostering career-long learning and development, and supporting improvement ideas.

Health & Safety

The post holder is required to take responsibility for their own personal safety and that of other persons who may be affected by his/her acts or omissions at work. The post holder is required to comply with DHU Health Care CIC’s Health & Safety Policy and Procedures.

Infection Prevention & Control

Infection Prevention & Control is pivotal in ensuring a safe & clean environment for both patients and staff. IP&C is everyone’s responsibility and strict adherence to the IP&C policy is expected of ALL employees of the organisation.

Safeguarding

DHU Health Care is committed to safeguarding and promoting the welfare of Adults, Children and Young People and expects all staff and volunteers to share this commitment.

Diversity

At DHU Healthcare, we take pride in reflecting the rich diversity of our communities and fostering an environment where every person is valued, respected, and empowered to bring their authentic selves to work, free from discrimination or bias. To read more about our Equity, Diversity, Inclusion & Belonging pledge and see the progress we have made, please [click here](https://dhuhealthcare.com/about-us/equality-diversity-and-inclusion), or alternatively, you can reach out to our ED&I team at [EDandI@DHUHealthcare.nhs.uk](mailto:EDandI@DHUHealthcare.nhs.uk)

# Acknowledgment

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

***Please Note:*** *If you are unclear of any requirement in this document obtain clarification from your line manager.*

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| Signature of Post Holder: |  | Date: |  |
| Name: |  | | |