



Job Description & Person Specification

Position:	Administrator Urgent Care	Division:	LLR
Location:	Anstey Frith House	Reporting to:	Deputy Director and PA & Administration Manager

Purpose of the Role

DHU Urgent Care (LLR) CIC is a non-profit making provider of urgent care and out of hours services within Leicester, Leicestershire and Rutland (LLR), a population of just over one million. Leicester City Health is a GP Federation working to ensure the sustainability of primary care and improve patient services in Leicester City. The two organisations have come together to co-deliver primary care services in Leicester City.

To work as an Administrator supporting the DHU Urgent Care

To support the delivery of safe and effective services across DHU Urgent Care

To assist in the efficient and effective provision of administrative support to the Operations and Clinical Teams, required to support the delivery of DHU Urgent Care contracts and services

To ensure compliance with standards in line with agreed policies and procedures; reporting all incidents, complaints, professional feedback and issues occurring

Any other duties requested by management

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 Success Measures

- Caring & Compassion - We will actively listen to understand and empathise with others', with a desire support both patients and colleagues.
- Always Professional - We will be accountable for consistently delivering high quality healthcare for our patients
- Respect & Dignity - We will actively listen to each other and our patients to answer their concerns or questions. We will maintain and respect patient's dignity and must ensure it is never compromised.
- Everyone Matters - We will actively encourage feedback from both patients and colleagues to continually improve our service, ensure everyone has an opportunity to have their voice heard, and everyone has an opportunity to further develop their skills and competencies.

Key Areas of Responsibility & Accountability

- To assist as required in the delivery of general administrative support duties such as (but not limited to): management of internal / external post; copying; laminating; filing and other administrative tasks which are requested via the Admin Pool.
- To manage the administration related to the external supply of goods (as required): sourcing suppliers; requesting quotes; establishing Suppliers; Purchase Order generation and management; processing invoices and associated queries.



- To hold administrative oversight for both annual leave and timesheets.
- To provide support in the administration of meetings (as required): scheduling; room booking; agenda & papers preparation / circulation; minute taking and action log administration
- To support in the production of required monthly Board Reports within agreed templates. To include (but not limited to) simple data manipulation; the production of tables / graphs within Excel using provided data.
- To provide administrative support as required to the in relation to the tracking and compliance to Mandatory Training; and to support arrangement, room booking and attendance to other scheduled training events as required.
- To maintain oversight ensuring good organisation; location; labelling of all files stored on the relevant DHU Shared Drive
- To manage: the ordering; replenishment; and storage of Stationery and some household goods. This should include periodic reviews of usage and cost, to ensure that efficient use of resources and spend is being delivered, and that recommendations for improvement or change are made.
- To ensure compliance with standards in line with agreed policies and procedures; Reporting all incidents, complaints, professional feedback and issues occurring
- Contribute towards the formulation of policies, standards and procedures for LLR as required
- To actively participate in promoting and advancing DHU Health Care CIC
- Any other duties requested by management.
- The role will be based primarily at Anstey Frith House (Leics County Council site) with occasional travel to various locations
- The role will report to the PA and Administration Manager.

Key Result Areas

- To work with a high degree of accuracy in relation to written materials produced
- To deliver work to deadline, managing competing priorities and re-prioritising task as required. Where escalation is required this should be done in a timely fashion.
- To work with high degree of efficiency and organisation in relation to the areas of responsibility and active task
- To demonstrate cost consciousness in relation to the areas of responsibility: e.g. Fosse House stationary; the sourcing of new suppliers etc.
- At all times ensure own work practices, conduct, behaviour and attitudes provide an example of professionalism for all staff. Be a role model for DHU values.
- At all times ensure that your own actions support and promote equality, diversity and the rights of patients, the public and colleagues within the service.
- Ensure effective management of risk within sphere of responsibility in accordance with DHU Risk Strategy, ensuring compliance with Health & Safety legislation and Clinical Governance Policies and Guidelines.



General Terms and Conditions

All employees are subject to the requirements of the Health and Safety at Work Act. The post holder is required to ensure, as an employee, that his/her work methods do not endanger other people or themselves.

All employees are subject to the requirements of the GDPR, and must maintain strict confidentiality in respect of patients and staff records.

All employees must comply with the Equality and Diversity Policy and must not discriminate on the grounds of race, colour, nationality, ethnic or national grounds, sex, marital status, disability or any other grounds which cannot be shown to be justifiable.

Adhere to all procedures, protocols and other relevant memorandum as appropriate

Attend training and meetings as and when required to do so by Management

Notify the appropriate line Manager immediately of any circumstances, which may affect the provision of a high quality service.

The job description may be reviewed in the light of changed service needs and developments. Any changes will be fully discussed with the post-holder.

Equipment

DHU will provide all necessary apparatus and ensure appropriate training is conducted to enable a safe, efficient and high standard of work.

Person Specification

The job holder will have;

- High level of Administration experience
- Previous experience in a health care environment desirable
- Competence in office system development & maintenance
- Computer experience (e.g. Word/Excel and other packages) as well as email systems and other electronic media
- Accuracy and attention to detail
- IT literacy skills in Word, Excel, PowerPoint
- Flexible & adaptable to meet changing needs of service

Skills and Knowledge

- Self-motivated, able to work without supervision, using own initiative to complete tasks
- Well-developed influencing skills combined with a facilitative and supportive style of working
- Ability to prioritise work and meet deadlines
- Good interpersonal and communication skills
- Evidence of commitment to continuing professional development (CPD)

Personal Qualities

- Good team player able to work within a multi-disciplinary team
- Ability to work under own initiative
- High level of interpersonal skills
- Adhere to the Confidentiality Code and Data Protection Regulations

Other

Administrator Urgent Care

Version: 2.0 JH

Date: 1.2.23



- Full valid driving license and use of a vehicle and able to travel to other DHU bases on occasions
- Flexibility to meet service/Rota needs including annual leave and sickness cover
- Requirement to meet DBS and other checks that must be satisfactory to DHU Health Care CIC Urgent Care Division (Leicestershire) recruitment process

Behavioral Skills

- Caring & Compassion – Putting patients interests at the heart of everything we do
- Always Professional – Demonstrate excellence in everything we do
- Respect and Dignity – Everyone has the right to respect and dignity
- Everyone Matters – Placing our colleagues and patients at the heart of the organisation

Diversity

- DHU believe our workforce should be as diverse as the range of services we offer, and the communities we serve. We are committed to valuing and encouraging diversity throughout our workforce, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. As part of our mission we are dedicated to eliminating discrimination

Safeguarding

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

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.

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.*

Signature of Post Holder:		Date:	
Name:			