Dermatology Administration Manager

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| Job title: | Dermatology Administration Manager |
| Department: | NHS Dermatology |
| Location: | Remote |
| Reporting to: (job title only) | National Administration Manager |
| Direct reports: (job title only) | Admin Team Leaders |
| Accountable to: (where applicable) | Dermatology Service Lead |
| Responsible to: (where applicable) | N/A |
| Job purpose: | Provide leadership and management to the NHS Dermatology Administration Team to enable high quality, effective, patient focused services to be delivered. It encompasses a range of administrative, reporting and financial responsibilities that support the operations of the business, as well as contributing to its ongoing development. |
| Role and Responsibilities: | **Main Responsibilities**  * Line management of the Dermatology Administration Team, ensuring they are consistently achieving contractual service level agreement KPIs.  * Analysing and reporting of service metrics (KPIs) highlighting any issues with plans to resolve to the National Administration Manager/Service Lead.  * Accountable for quality assurance processes and procedures that ensure the teams are consistently providing excellence in customer service and exceeding patient expectations.  * Ensure adequate staffing levels, to continually meet the  demands of the business and to maintain our KPI’s.  * Management of escalated administrative complaints including investigations and providing written responses as required. |

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|  | Working closely with the Dermatology Service Lead to support with escalated complaints.  * Build relationships with external organisations and individuals, ensuring clear and effective methods of communication are in place as needed.  * Lead the Team to review administration systems and processes looking for efficiencies and introducing new ways of working.  * The post holder will need to become a super user of SystymOne to provide advice and guidance to all staff in the use of these systems.  * Manage data quality issues including information governance * To provide Subject Matter Expert (SME) support in project  work relating to Dermatology Admin.  * Contribute to business strategy; formulate objectives and research and develop ideas for future development.  * Any additional ad-hoc duties as required to ensure the success of the NHS market area.  **Team Management**  * Undertake Performance, Wellbeing & Development meetings in line with company policy for all direct reports.  * Set SMART objectives and use internal KPI targets to assist with motivating and encouraging positive behaviours.  * Identify poor performance (including absence and lateness) and manage appropriately with the National Administration Manager.  * Identify any training requirements and development needs and work with the Learning & Development Team and the National Administration Manager to ensure the required training is provided.  * Recruitment and induction of new team members as required.  * Assist with training new NHS Administration Team Leaders and provide others joining the business with an overview of the department roles and responsibilities.  **Equality Diversity & Inclusion (EDI)**  * We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do.  Vita Health Group has several initiatives in place to achieve this including our Zero Tolerance Policy, Code of Conduct, Freedom to Speak Up Guardians, and more. We believe it is the responsibility of everyone to ensure their actions support this goal with all internal and external stakeholders. |

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|  | * Be aware of the impact of your behaviour on others. * Ensure that others are treated with fairness, dignity, and respect. * Maintain and develop your knowledge about what EDI is and why it is important. * Be prepared to challenge bias, discrimination, and prejudice when possible, and raise with your manager, the EDI & Sustainability team, or the Freedom to Speak Up Guardians. * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination, or prejudice. * Be prepared to speak up for others if you witness bias, discrimination, or prejudice. |
| Clinical Governance: (where applicable) | This is a non clinical role |
| Training and supervision: |  |
| Additional information: |  |

**Person specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** | * N/A |  |
| **Experience** | * Previous management experience.  * Experience of managing the performance of a team.  * Experience of motivating a team to regularly achieve business KPI’s and rewarding as appropriate.  * Experience in creating Standard Operating Procedures  * Experience of Team Audits |  |
| **Skills/knowledge** | * Professional telephone manner with excellent administration and customer service skills  * Ability to lead and work within a team and put the customer’s needs first.  * Excellent organisational & time management skills  * Excellent communication skills, verbal and written.  * Ability to manage competing priorities and work under pressure.  * Ability to work autonomously.  * Comfortable using judgement to make decisions using own initiative.  * A highly motivated and enthusiastic individual who can lead by example.  * Excellent attention to detail.  * Positive and innovative approach to problem solving.  * Willingness/ability to travel as required to support contracts |  |
| **Specialist training** | * NA | * NA |

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| **Knowledge** | * Good working knowledge of Microsoft Office 365 Applications  * NHS Pathway and processes experience | * SystmOne |

**Version Control**

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| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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