Job Description

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| Job title: | Talking Therapies Administration Manager |
| Department: | NHS Talking Therapies |
| Location: | Kent and Medway |
| Reporting to: (job title only) | National Talking Therapies Administration Manager |
| Direct reports: (job title only) | Talking Therapies Administration Team Leaders |
| Accountable to:  (where applicable) | Kent and Medway Talking Therapies Service Lead |
| Job purpose: | Provide leadership and management to the Talking Therapies Administration Team Leaders 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 Talking Therapies Team Leaders, 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 Talking Therapies Administration Team Leader.  Accountable for quality assurance processes and procedures that ensure the teams are consistently providing excellence in customer service and exceeding patient expectations.  Work with the Administration Team Leaders to 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. Working closely with the Service Lead and Clinical Lead to support with escalated complaints.  Build relationships with external organisations and individuals, ensuring clear and effective methods of communication are in place. |

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|  | Work with the Service Lead and Administration Team Leaders 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 IAPTus 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 Talking Therapies.  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 behaviors.  Identify poor performance (including absence and lateness) and manage appropriately with the National Talking Therapies Administration Manager.  Identify any training requirements and development needs and work with the Learning & Development Team and the National Talking Therapies 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. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders.  Be aware of the impact of your behavior 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, if possible, to do so and raise with your manager and EDI team  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: | This is a non-clinical role. |

# Person specification

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|  | **Essential** | **Desirable** |
| **Experience** | Previous management experience.  Experience of working with and dealing with the public.  Experience of motivating a team to regularly achieve  business KPI’s and rewarding as appropriate. | Previous experience working in an NHS and/or Private Healthcare Environment..  Previous experience working in a contact centre. |
| **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 |  |
| **Knowledge** | Good working knowledge of Microsoft Office 365 Applications | NHS Pathway and processes experience  IAPTus Patient Record System |

**Version Control**

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| Owner: | Head of Administration | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Head of Administration | Version: | V1.0 | Status: | DRAFT |
| Date Published: | TBC | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.0 | TBC | Development of new Job Description |
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