











Job Description

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| Job title: | NHS MSK Administration Services Agent |
| Department: | NHS |
| Location: | Central Court, Orpington / Remote Working |
| Reporting to: | NHS MSK Administration Services Team Leader |
| Direct reports: | N/A |
| Accountable to: (where applicable) | NHS MSK Administration Services Manager |
| Job purpose: | Undertake all administrative tasks to ensure the smooth running of the department. |
| Role and Responsibilities: | <p>Main Responsibilities</p> <ul style="list-style-type: none"> Process patient referrals and update patient records as required, ensuring a high level of accuracy. Answer incoming telephone calls in a professional manner within agreed KPIs. Book, cancel and amend appointments accurately, ensuring maximum utilisation of the clinical diaries. Keep patients and/or clinicians informed when there are changes to appointments at short notice. Make outbound calls as required to support patient care. Monitor and manage correspondences via email, ensuring they are responded to in a timely manner. Monitor and manage waitlists in a timely manner within agreed KPIs. Monitor and manage task lists in a timely manner within agreed KPIs. Process letters to patients, GP's and other healthcare professionals, adhering to data protection guidelines at all times. Manage your own tasks and complete these within agreed KPIs. Undertake training to support as a Chaperone, First Aider and Fire Marshal whilst working at a VHG facility. |

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| | <ul style="list-style-type: none"> 🌿 Open and close the clinic and provide administrative support to the clinical delivery as required when on site. 🌿 Twice daily temperature checks of medicine fridge, escalating any concerns. 🌿 Identify and escalate priority issues. 🌿 Undertake general administration duties to contribute to the smooth running of the department. 🌿 Any other ad hoc duties to support the function of the business. <p>Equality Diversity & Inclusion (EDI)</p> <ul style="list-style-type: none"> 🌿 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 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, 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. |
| Training and supervision: | |
| Additional information: | |



Person specification

| | Essential | Desirable |
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| Qualifications | | |
| Experience |  |  Previous experience working at a Physiotherapy practice or medical environment.  Experience using NHS IT systems including SystmOne, PACS, Apex, CRIS and ERS.  Experience with Microsoft Word and Excel |
| Skills/knowledge |  Professional telephone manner with excellent administration and customer service skills.  Excellent written communication skills.  Excellent attention to detail.  Ability to use own initiative and adapt to changing priorities.  Ability to problem solve.  Ability to work well within a team | |
| Specialist training | | |
| Personal competencies and qualities | | |



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 | | |

| Version: | Date: | Summary of Changes |
|----------|-----------|--------------------------------------|
| V1.0 | 28/1/2022 | Development of draft Job Description |
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