Job Description

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| Job title: | NHS Dermatology Admin Team Lead |
| Department: | NHS |
| Location: | Bank Court, Loughborough / Remote Working |
| Reporting to: (job title only) | NHS Dermatology Service Lead |
| Direct reports: (job title only) | NHS Dermatology Administrator(s) |
| Accountable to: (where applicable) | NHS Dermatology Service Lead |
| Job purpose: | Providing support and expert knowledge to the NHS Dermatology Administration Team, they will oversee all performance management of the team to enable a high quality, effective patient focussed service to be delivered, utilising standard operating procedures to ensure achievement of KPIs. |
| Role and Responsibilities: | **Main Responsibilities*** + Monitor workload, including incoming calls, waitlists and task lists and allocate team members appropriately to ensure KPIs are consistently achieved.
	+ Ownership and reporting of KPIs to the Dermatology service lead, highlighting any issues with suggestions to resolve.
	+ Complete Quality Audits in line with the agreed schedule to ensure the team are consistently providing excellence in administration services and exceeding patient expectations.
	+ Manage the team roster daily to ensure adequate staffing levels during holiday and sickness to continually meet the demands of the business and maintain our KPI’s.
	+ Be the first point of contact for complaints and incidents, escalating to the Dermatology service lead as required.
	+ Regularly review NHS Dermatology Administration Service processes and procedures looking for efficiencies and suggest improved ways of working.
	+ Ownership of team meetings and training requirements.
	+ To train new starters and providing ongoing training and development to existing team members.
	+ To provide support to the NHS Dermatology Service Lead
	+ Assist with any project work including implementing new processes and contracts.
	+ Any other ad-hoc duties as required to support the function of the business.

**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.
	+ Identify any training requirements and development needs and ensure the required training is provided.
	+ Recruitment and induction of new team members.
	+ Support the NHS Dermatology Administrators with training new starters and providing others joining the business with an overview of the role and procedures.

**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. * + 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.
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| Clinical Governance: | This is a non-clinical role. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| **Experience** | * Previous administration 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 at a Physiotherapy practice or medical environment
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| **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.
* A highly motivated and enthusiastic individual who can lead by example.
* Excellent attention to detail.
* Positive and innovative approach to problem solving.
* Some flexibility with shifts may be required to assist with cover due to staff absence.
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| **Knowledge** | * Good working knowledge of Microsoft Office 365 Applications
 | * NHS Pathway and processes experience
* NHS IT systems including SystmOne, PACS, IEP, Apex, CRIS and ERS
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| **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 |  |  |

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