

Job Description

Job title:	LLR IAPT Administration Manager
Department:	NHS IAPT
Location:	Bank Court, Loughborough/Remote
Reporting to: (job title only)	National IAPT Administration Manager
Direct reports: (job title only)	LLR IAPT Administration Services Team Leaders
Accountable to: (where applicable)	LLR IAPT Service Lead
Job purpose:	Provide leadership and management to the LLR IAPT Administration Team Leaders to enable high quality, effective, patient focussed 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:	<p>Main Responsibilities</p> <ul style="list-style-type: none"> Line management of the LLR IAPT 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 IAPT 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 LLR IAPT 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 LLR 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.

	<ul style="list-style-type: none"> ✔ Work with the LLR Service Lead and LLR IAPT Administration Services 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 LLR IAPT. ✔ 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. <p>Team Management</p> <ul style="list-style-type: none"> ✔ 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 IAPT Administration Manager. ✔ Identify any training requirements and development needs and work with the Learning & Development Team and the National IAPT 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. <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.



Person specification

	Essential	Desirable
Qualifications		
Experience	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Previous experience working in an NHS and/or Private Healthcare Environment.. Previous experience working in a contact centre.
Skills/knowledge	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Good working knowledge of Microsoft Office 365 Applications 	<ul style="list-style-type: none"> NHS Pathway and processes experience IAPTus Patient Record System



Version Control

Owner:	Head of Administration	Review:	Annually	Classification:	1 (Proprietary)
Author:	Head of Administration	Version:	V1.0	Status:	DRAFT
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Version:	Date:	Summary of Changes
V1.0	TBC	Development of new Job Description

