NHS Talking Therapies Administration Team Leader

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| Job title: | NHS Talking Therapies Administration Team Leader |
| Department: | Talking Therapies |
| Location: | Kent and Medway |
| Reporting to: (job title only) | Admin Manager |
| Direct reports: (job title only) | Administrator |
| Accountable to: (where applicable) |  |
| Responsible to:(where applicable) |  |
| Job purpose: | The core purpose of this role is to ensure the smooth running of the NHS Talking Therapies (TT) Administration Team, through the provision of effective and efficient administrative services for NHS patients, referring GP’s, healthcare professionals and ICB contacts. It encompasses a range of administrative, reporting and financial responsibilities that support the day-to-day operations of the business, as well as contributing to its ongoing development.Providing support and expert knowledge to the NHS TT Administration Team, they will oversee all performance management of the team to enable a high quality, effective patient focused service to be delivered, utilising standard operating procedures to ensure achievement of all KPIs. |
| Role and Responsibilities: | * The Administration Team Leads will work as part of the administration team and have additional duties
* Line management of members of the NHS TT Administration Team
* Support the TT Administration Manager with reporting of contractual service level agreement KPIs, highlighting any issues with suggestions to resolve.
* Ensure the team are consistently providing excellent customer service and exceeding patient expectations by driving a quality first ethos.
* Management of complaints, including responding to and dealing with administrative and customer related complaints and raise all clinical complaints to Clinical Lead and Admin Manager.
* Support the Administration Manager with team roster and workforce planning. Ensuring that any issues are escalated
* Assist with the management of the NHS TT clinical diaries, as required.
* Regularly review NHS TT administration systems and processes looking for efficiencies and suggest improved ways of working.
* The post holder will need to become a super user of ‘IAPTus’ our patient administrative system, providing advice and guidance to all staff in the use of this system.
* Manage data quality issues including information governance.
* To provide support to the Admin Manager in project work related to current or new NHS contracts.
* Any additional ad-hoc duties as required to ensure the success of the wider Support Services team.

**Team Management*** Carry out regular 1:2:1’s and an annual Performance Management Review with each team member, identify individuals looking to progress and agree areas for personal development.
* Set SMART objectives and use internal KPI targets for each team member 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 work with the Learning & Development team to ensure that required training is provided.
* Assist with the recruitment of new administration staff as required and work with the Administration Manager to prepare and deliver their induction
* Train new starters and provide others joining the business with an overview of the admin team processes and procedures.

**Maintain Key Relationships** **Internal** * Service Lead
* Partnership Liaison Officer
* National TT Admin Manager
* NHS TT Administration Teams
* Clinical Lead
* Senior Therapists
* Data Lead

**External** * ICB
* Local GP surgeries (inc. GP Lead)
* Local consultants and secretaries
* Secondary Care Services
* Healthcare professionals

**Meet KPIs*** Monthly 1:2:1’s and annual Performance Management Review for all direct reports
* Call Answer Rate of 95%
* Call Evaluation Scores of 90%
* Emails and voicemails responded with 24hrs
* New referral to be registered on IAPTus within 24 hours of receipt
* All letters checked and sent to print within 24 hours of receipt.
* IAPTus contact lists to be monitored and actioned daily.
* Priority patients booked an appointment within 48 hours
* Clinical diaries monitored daily and capacity filled where cancellations are indicated.

**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 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:(where applicable) |  |
| Training and supervision: |  |
| Additional information: |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| **Experience** | * Experience of working with and dealing with the public.
* Experience of managing the performance of a team.
* Experience of motivating a team to regularly achieve business KPI’s.
* Experience of working in an administrative capacity.
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| **Skills/knowledge** | * Good working knowledge of Microsoft Office
* Excellent customer service skills, including a professional telephone manner.
* Excellent written and spoken communication skills.
* Excellent time management and organisational skills.
* Flexibility with shifts may be required to assist with cover due to staff absence.
 | * NHS patient pathways.
* NHS IT Systems – IAPTus.
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| **Specialist training** |  |  |
| **Personal competencies and qualities** | * Excellent attention to detail.
* Drive to learn quickly, especially in relation to internal IT applications.
* Ability to prioritise and multi-task.
* Ability to work under pressure and adapt to changing priorities.
* Ability to work independently as well as part of a team.
* A hands-on approach, willing to assist the team as required and lead by example.
* A positive and innovative approach to problem solving.
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# Version Control

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| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
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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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