NHS MSK Administrator

## Job details

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| Job title: | NHS MSK Administrator |
| Department: | NHS MSK Administration |
| Location: | Orpington |
| Reporting to:  (job title only) | NHS Administration Manager |
| Direct reports:  (job title only) |  |
| Accountable to:  (where applicable) |  |
| Responsible to:  (where applicable) |  |
| Job purpose: | Acting as an extension of the firm’s brand and core values, the purpose of this role is to undertake all administrative tasks required to ensure the smooth running of our NHS Department.  Responsible for taking inbound enquiry calls from patients, GPs or other clinical colleagues and ensuring these are answered within KPIs. Processing new NHS referrals and sending various types of letters to GPs, consultant clinics and radiology.  The role will involve building relationships with several key NHS departments and support our Customer Service Team with any NHS related queries.  This role requires a clear concise communicator with the ability to use initiative to problem solve and change priorities as well as excellent attention to detail. |
| Role and Responsibilities: | Answer incoming telephone calls in a timely manner, within KPIs and assist colleagues with their calls as required.   * + · Monitor and manage the NHS Mailbox and voicemails ensuring they are responded to in a timely manner.   + · Accurately process new NHS referrals using in house & NHS IT systems.   + · Check content and send clinical letters and by post, email and/or fax or through ERS.   + · Follow up letters sent as required with hospitals, GPs or similar.   + · Manage NHS Administration Activities list, respond to actions appropriately and in a timely manner.   + · Check content and forward radiology requests within KPIs.   + · Follow up radiology requests, access images and reports on behalf of clinicians and upload to patients’ records and contact radiology as required.   + · Complete NHS scanning daily.   + · Triage, shortlist and book appointments on ERS as required by contract.   + · Update patient information and ensuring adequate notes are added to each patient’s records as required.   + · Manage your own activities lists and ensure that these are completed in a timely manner and within KPIs.   + · Identify and escalate any issues.   + · Work closely with the Customer Service, Private Admin teams and clinicians to resolve patient queries.   + · Shared responsibility with NHS Admin Team to ensure procedures are correct and up to date.   + · Any other ad hoc duties to support the Reception, Customer Service and Administration function.   + Any other reasonable request as required |
| Clinical Governance:  (where applicable) | N/A |
| Training and supervision: | Training to be delivered by Team Lead and Team Supervisor during 6 month probationary period |
| Additional information: | Some travel including occasional overnight stays may be required, so a full clean driving licence is desired. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * + GCSE level English and Maths (or equivalent) |  |
| **Experience** | * + Professional telephone manner with excellent administration and customer service skills.   + Ability to work within a team and put the customer’s needs first.   + Strong administration skills with exceptional attention to detail.   + Ability to use own initiative and adapt to changing priorities.   + Ability to problem solve is a key essential skill for this role. | * + Previous experience working at a Physiotherapy practice or medical environment.   + Experience using NHS IT systems including PACS, Apex, CRIS and ERS. |
| **Skills/knowledge** | * IT literate – intermediate level minimum | * + Experience with Microsoft Word and Excel |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * + Excellent verbal and written communication skills   + High level of enthusiasm and motivation   + Ability to work individually or within a team and foster good working relationships   + Evidence of values that are consistent with the NHS constitution.   + Interpersonal skills to engage and develop working alliances with colleagues and patients.   + Evidence of an openness to learning new knowledge and skills.   + Ability to work under pressure   + An awareness of and commitment to supporting and facilitating diversity and inclusion   + Excellent time management skills |  |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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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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