

## JOB DESCRIPTION

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**POST TITLE:** Booking Administrator

**BASE:** London House, Bracknell, Berkshire

**BAND:** 3

**LINE MANAGER:** Admin Manager

**PROFESSIONAL ACCOUNTABILITY:**

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### OUR VISION AND VALUES

Our **vision** is to **be a great place to get care, a great place to give care.**

Our values are:

- **Caring** for and about you is our top priority
- **Committed** to providing good quality, safe services
- working **Together** with you to develop innovative solutions

### JOB SUMMARY

#### 1. Role activity

- a. The focus of this role is to be the first point of contact for all clients of Talking Therapies, providing an excellent customer service to all. This will entail dealing with day-to-day queries and resolving client queries as and when they arise.
- b. The post holder will require excellent telephone and communication skills to ensure communication with all stakeholders, referrers, callers and clients is of the highest standard.
- c. To support clinicians so that an efficient and robust administrative Service is provided to the Talking Therapies clinical team. This will include liaising with the clinical team as and when required and ensuring that all are queries and tasks are resolved in a timely manner.
- d. To ensure accurate and timely data inputting of client information so that the IAPT data standard is adhered to.
- e. To work efficiently as part of a team and independently so that all admin targets are followed and met.

## 2. Point of delivery

- a. The role will be based at home and in our office at Fitzwilliam House in Bracknell. Working between the hours of 08:00 – 20:00 on a shift pattern. Evening work until 20:00 will be required as well as potentially traveling to other sites.
- b. Flexibility is essential to ensure the Service is always covered.

## **RESPONSIBILITIES**

- To be a central point of contact and maintain relationships across the service, assisting the team in the development and maintenance of efficient and effective office procedures.
- Assist with planning and arranging clinics, meetings, events and logistics (including attendance logs) internal and external to the service.
- Attend designated meetings where the information may be complex and sensitive, taking and transcribing minutes. Distribute information prior to and coming out of meetings.
- Maintain all office systems, both electronically and hard copy across the service, ensuring that services run smoothly through having well planned and organised administrative systems and processes in place.
- To assist in the efficient and accurate data is recorded on all electronic systems, in particular IAPTus, Patient Experience Questionnaires (PEQs) and, conforms to necessary policies, processes and protocols.
- Always maintain tidiness and cleanliness of the service area throughout the day
- Type confidential correspondence, reports and other documentation to a high standard within an agreed timescale using a word processor and software packages
- Waitlist management ensuring service users are booked in within a timely manner. Liaising with therapists regarding appointments slots and priority clients.
- Assist in the collection, processing and presentation of data received for management and service information
- Maintain effective communication channels across the service, including procedures for answering telephones and taking messages. Reporting all faults with the telecommunications system to the relevant parties and monitor until issues are resolved
- Keep an up to date directory of all staff members working across the service and other useful numbers where necessary

- Organise all outgoing mail, ensuring internal mail goes by courier and external mail is franked correctly, ready in time for Royal Mail to collect. Sort all incoming mail into departmental slots and hand out to the relevant staff as they request it
- To proactively contribute to Trust involvement and engagement strategies for services and staff and promoting opportunities to enhance quality of life.
- To motivationally reflect on own areas of development and engage in regular support and individual supervision.
- To contribute towards the development and facilitation, with clinical leads of the service; clinical groups, training sessions and workshops as appropriate
- To measure own personal goals and ensure they align to the wider Trust goals and strategic objectives.
- The post holder must comply with all national, statutory, legislative, professional and local policy.
- Responsible for, as designated by the clinical lead, the ordering stationery.
- To support and maintain, where required, elements of health, safety and security requirements across the service.
- To support projects and ad-hoc work requirements by undertaking a variety of administration and clerical tasks
- Undertake any ad hoc duties as required by service lead / managers

## **GENERAL**

1. This is a varied role where you'll be expected to undertake the range of responsibilities specified above, working together with your line manager and colleagues to ensure that the activities of this post make a real difference to our patients. Your line manager may ask you to undertake other reasonable duties to facilitate the smooth running of your service or team.
2. We are an equal opportunities employer and you'll be expected to role model equality of opportunity, live the values and always operate in accordance with our Equal Opportunities Policy.
3. Health and Safety at work is important to us and we would like you to role model the highest standards of behaviour and go above and beyond by adopting excellent practice where it links to the health and wellbeing of our colleagues. It is important that you cooperate with us to ensure that statutory and departmental safety regulations are adhered to.

## **BEHAVIOURS**

In addition to the responsibilities and requirements outlined in this job description, you should refer to the associated and expected behaviours that are relevant to this role - your line manager will be able to provide you with this detail.

Our values define the behaviours we are all expected to display during the course of our work and they underpin our organisational recruitment, appraisal, reward and development processes.

### **LOCATION/MOBILITY**

We may require you to work at or from a different work base or location from time to time, to meet service demands and deliver an operational service. Given the geographical nature of the Trust, you may be required to travel between Trust premises as part of your role.

We also may need to change your work base on a permanent basis and if this is the case, we will consult with you in line with our policies and procedures.

### **FLEXIBILITY**

We may need to amend your job description and/or your duties from time to time in order that we can continue to provide the best possible service to our patients. It is important that you work with us to deliver our services, by complying with lawful and reasonable instructions, by adapting to new ways of working, and by attending training courses as requested from time to time.

### **CONTINUING PROFESSIONAL DEVELOPMENT**

You'll be expected to attend and contribute to staff meetings and forums, supervision sessions, training courses, seminars and workshops, all of which will contribute to the development and enhancement of our current working practices.

You will also be expected to participate in all personal review meetings and to take responsibility for your own personal and professional development and the professional accountability for your role.

### **DATA PROTECTION ACT**

We are all expected to be aware of the Data Protection Act and to follow the local Codes of Practice to ensure appropriate action is taken to safeguard confidential information.

### **HEALTH & SAFETY**

We all have a responsibility for health and safety, risk assessment and workplace inspections, and you will be expected to take reasonable care for your own health and safety and that of others.

You will also be expected to co-operate with your colleagues to ensure that statutory regulations, policies, codes of practice and departmental safety procedures are adhered to, and to attend any training programmes that we consider to be relevant.

### **INFECTION CONTROL**

The Health and Social Care Act 2008: (code of practice on the prevention and control of infections and related guidance) sets out responsibilities for NHS managers, Heads of departments, Clinical Leads and all staff to ensure patients are cared for in a clean and safe environment. Cleanliness and prudent antimicrobial stewardship (AMS) is essential to ensure that people who use health and social care services receive safe and effective care.

Prevention and appropriate management of infection is of paramount importance in the quality and safety of the care of patients and to the safety of staff and visitors. As a core element of the trust's clinical governance and risk programmes, all staff are required to be aware of their responsibilities and comply with infection prevention and control policies and guidelines.

## **CONFIDENTIALITY**

We all have a responsibility to make sure that we don't disclose any information of a confidential nature relating to the services we provide or in respect of any service user, client or third party. This applies both during and after your employment.

You must not remove or copy any documents or tangible items including software which belong to the Trust or which contain any confidential information unless you have specific permission to do so. When you leave our employment, or if you are asked, you must return all documents and tangible items which are in your possession or are under your control, but which belong to us or contain or refer to any confidential information.

You should be aware that a breach of confidentiality may result in your dismissal and that, regardless of any disciplinary action that we may take, a breach of confidence could result in civil action for damages.

## **DATA QUALITY**

We are all responsible for making sure that our data and electronic records are updated, accurate, relevant, reliable, and completed in line with our record keeping standards and policies.

## **CLINICAL GOVERNANCE**

We aim to provide the highest standards of care. To help us achieve this aim, you are expected to follow acceptable working practices as defined in our policies and guidelines. You also have a personal responsibility to your colleagues and patients to keep yourself up to date with any changes to policies and to report any practice that you consider to be unacceptable through the appropriate channels.

## **ASYLUM & IMMIGRATION ACT 1996 AND AMENDMENTS**

We need to make sure that we comply with the Asylum and Immigration Act 1996. To do this, we check the documentation of all applicants to confirm that they have the right to work in the UK. We won't offer employment to any applicant who does not have valid leave to remain and work in the UK or whose leave is subject to conditions which prevent them from taking up employment with us.

If your leave to remain and/or right to work status changes during the course of your employment, we will determine what impact this may have on our ability to continue employing you.

## **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

We all have a responsibility for safeguarding individuals who come into contact with our services, whether they are a child or young person, a person with Learning Disabilities or an older or vulnerable adult.

We adhere to the Berkshire Local Safeguarding Children Boards Child Protection Procedures, which places a duty of care and responsibility on us all to safeguard and promote the welfare of children.



**SMOKE FREE**

We operate a smoke free policy which means that smoking is not permitted on any of our sites. This also applies when you are travelling in vehicles (including owned and lease cars) whilst on official business, parked on our premises in privately owned vehicles, or transporting services users or visitors. We will not support taking additional breaks during the working day to smoke off site. Further information can be found in the Staff Smoke Free policy.

**PERSON SPECIFICATION**

CATEGORY	ASSESSMENT METHOD		
	Application Form Essential or Desirable	Interview Essential or Desirable	Selection Tool
<p><b>1. Education/Qualifications /Training</b></p> <ul style="list-style-type: none"> <li>NVQ 3 Business Admin</li> <li>Basic IT skills and the ability to navigate around various systems and software packages (<i>such as outlook, databases, MS office and the internet</i>)</li> </ul>	<p>D</p> <p>E</p>	<p>D</p> <p>E</p>	
<p><b>2. Continuous Professional Development</b></p> <ul style="list-style-type: none"> <li>Able to empathise, be supportive and sensitive to the needs of others as well as being able to cope with distressing circumstances.</li> <li>Ability to use a practical problem-solving approach in everyday situations</li> </ul>	<p>E</p> <p>E</p>	<p>E</p> <p>E</p>	
<p><b>3. Previous Experience</b></p> <ul style="list-style-type: none"> <li>Basic level of healthcare administration knowledge</li> <li>Previous knowledge and experience of working in an office/ customer/ call Centre environment.</li> <li>Knowledge and experience of software programmes/packages and a full range of administrative functions and duties (<i>including taking minutes and noting actions</i>)</li> <li>Able to work flexibly on a shift pattern as required and the ability to travel independently between locations to fulfill the requirements of the</li> </ul>	<p>D</p> <p>E</p> <p>E</p> <p>E</p>	<p>D</p> <p>E</p> <p>E</p> <p>E</p>	

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<p><b>4. Knowledge, Skills &amp; Abilities</b></p> <ul style="list-style-type: none"> <li>• Good interpersonal, communication, observation and reporting skills</li> <li>• Ability to work effectively in a team, work on own initiative, work unsupervised and manage own workload.</li> </ul>	E	E	
<p><b>Additional Requirements</b></p> <ul style="list-style-type: none"> <li>• Assist in the provision of excellent customer care support to service users.</li> </ul>	E	E	