

Matched Job Report

Job Title	Admin Officer
Job ID	Z1100/BTCJ/ADMIN/116
Score	275
Band	Band 4
Status	Band Matched
Matched To	Secretary Higher Level

Job Statement

The post holder will be responsible for the tracking of Self Directed Aftercare patients and provide a comprehensive secretarial and administrative service to the Consultant Radiologists and the Clinical team within BCH Radiology.

The post holder will also be responsible for managing the admin system in Symptomatic Breast service efficiently and effectively ensuring that patient care, dignity, respect and privacy is maintained at all times

1. Communication & Relationship Skills

National Profile	4	Profile	4
Factor Status	Matched	Score	32

Relevant Job Information

To act as point of contact for all forms of communication between the Consultants, patients, relative, all hospital staff, General Practitioners and their staff and outside agencies.

Effectively deal with telephone calls from patients, relatives, hospital staff and General Practitioners and other individuals or organizations, taking messages, ensuring follow-up and resolving problems as appropriate.

2. Knowledge, Training & Experience

National Profile	4	Profile	4
Factor Status	Matched	Score	88

Relevant Job Information

HNC/HND or equivalent/higher qualification in an administrative related field AND 2 years' experience in a clerical / administrative role at Band 3 level

OR

4 GCSE's (Grade A-C) including English (excluding English Literature) and Mathematics or equivalent /higher qualification AND 3 years' experience in a clerical / administrative role at Band 3 level.

3. Analytical & Judgemental Skills

National Profile	2	Profile	2
Factor Status	Matched	Score	15

Relevant Job Information

Manage daily clinical activity diary to ensure effective use of resources e.g. booking of interventional procedures for both radiologists and out patients. To ensure the modality worklist capacity is utilised to the optimum level through the close monitoring of all available slots, taking appropriate action where possible in partnership with the superintendent radiographer or Consultant.

4. Planning & Organisational Skills

Matched Job Report

National Profile	2-3	Profile	2
Factor Status	Matched	Score	15

Relevant Job Information

To manage an appointment booking system, ensuring patients of the same clinical priority are seen in chronological order and in accordance with the Trust IEAP.

5. Physical Skills

National Profile	3(a)	Profile	2
Factor Status	Variation	Score	15

Relevant Job Information

Standard keyboard skills.

6. Patient / Client Care

National Profile	1-2	Profile	2
Factor Status	Matched	Score	9

Relevant Job Information

1st line contact for patients attending the department and also on telephone.
On a daily basis I show empathy to patients as the mammography department can be a very distressing.
Reassure patients at clinics.

7. Policy & Service

National Profile	1-2	Profile	1
Factor Status	Matched	Score	5

Relevant Job Information

To manage the tracking of patients Mammogram records in accordance with policies and procedures.

8. Financial & Physical

National Profile	2(c) 2(d)	Profile	1
Factor Status	Variation	Score	5

Relevant Job Information

Personal duty of care.

9. Human Resources

National Profile	1-2(a)	Profile	2
Factor Status	Matched	Score	12

Relevant Job Information

Provide line management support and supervision of staff thus maintaining a high standard of service to Consultants and the wider team.

10. Information Resources

Matched Job Report

National Profile	3(a) 3(b)	Profile	3
Factor Status	Matched	Score	16

Relevant Job Information

To ensure a failsafe system in place so that all women suitable for the SDA following for treatment of breast cancer are followed up with annual surveillance mammography as requested.

To ensure a failsafe system is in place so that all Family History patients are followed up with annual surveillance mammography as requested.

The post holder will also be responsible for managing the admin system in Symptomatic Breast service efficiently and effectively ensuring that patient care, dignity, respect and privacy is maintained at all times.

11. Research & Development

National Profile	1	Profile	1
Factor Status	Matched	Score	5

Relevant Job Information

Undertakes surveys/audits.

12. Freedom To Act

National Profile	3	Profile	3
Factor Status	Matched	Score	21

Relevant Job Information

The post holder will be responsible for the tracking of Self Directed Aftercare patients and provide a comprehensive secretarial and administrative service to the Consultant Radiologists and the Clinical team within BCH Radiology.

13. Physical Effort

National Profile	2(a)	Profile	2
Factor Status	Matched	Score	7

Relevant Job Information

Sit a lot at a desk. Concentration as I'm using VDU 90% of working day.

14. Mental Effort

National Profile	3(a)	Profile	3
Factor Status	Matched	Score	12

Relevant Job Information

Daily disruptions, telephone calls and patients presenting at reception.

Concentration to do monthly SDA audit.

15. Emotional Effort

Matched Job Report

National Profile	1-2	Profile	2
Factor Status	Matched	Score	11

Relevant Job Information

On a daily basis I show empathy to patients as the mammography department can be a very distressing.

Reassure patients at clinics and at time of mammogram review, many patients do get very upset.

16. Working Conditions

National Profile	2(e)	Profile	2
Factor Status	Matched	Score	7

Relevant Job Information

VDU for significant part of the day - 90%.