

JOB DESCRIPTION

POST:	Information and Administration Manager
LOCATION:	Histocompatibility & Immunogenetics (H&I) Lab
BAND:	6
REPORTS TO:	H&I Discipline Manager
RESPONSIBLE TO:	H&I Discipline Manager

Job Summary / Main Purpose

The post holder will be responsible for the effective management and co-ordination of key administrative and clerical functions for the H&I laboratory service. This will include the monitoring and recording of core clinical activity; active on-call and suspended lists, hold area list post-transplant lists, and the management of the administrative team at the H&I Lab Belfast City Site. The post holder will support the H&I IT Lead with the Laboratory Information Management System (LIMS).

Main Duties / Responsibilities

- Be responsible for the effective operational management of the administrative and clerical services including the supervision, training and development of staff to ensure a quality service.
- To contribute to the strategic and operational management of services within his/her span of responsibility.
- To monitor performance of workload and activity levels within and report on variances to the Discipline Manager and Clinical Lead.
- To provide information for the Service in conjunction with other staff on matters relating to activity, waiting lists and patient management as directed by the H&I Discipline Manager and Clinical Lead.
- Assist the H&I Discipline Manager in operational management, including monitoring of performance targets, patient management lists where appropriate and contributing to service developments.
- Review and analyse data to produce statistical information and presentations for a variety of purposes and end users.

- To support the Discipline Manager and the Clinical Lead in the production and monitoring of a number of service level and strategic reports
- Assist with setting up systems for measuring compliance with agreed targets and monitoring performance.
- To assist the Discipline Manager and Clinical Lead in ensuring communications are effective within the service and other internal and external stakeholders
- To assist the operational management of ICT systems across the service to troubleshoot and liaise with ICT as necessary and to take the lead in the development and implementation of new systems as delegated by the H&I IT Lead and Discipline Manager.
- To assist in the management of complaints in line with Trust Policy
- Maintain effective working relationships with all staff within H&I laboratory and Renal Services and the wider Trust.
- To monitor stock levels and order all stationary supplies for the H&I department.

General Management Responsibilities:

- Review individually at least annually the performance of immediately subordinate staff provide guidance on personal development requirements and advise and initiate where appropriate, further training.
- Maintain staff relationships and morale among the staff reporting to him/her.
- Delegate appropriate responsibility and authority to the level of staff within his/her control consistent with effective decision making, while retaining overall responsibility and accountability for results.
- Participate in the selection and appointment of staff reporting to him/her in accordance with procedures laid down and approved by the Department of Health and Social Services.
- Take such action as may be necessary in disciplinary and grievance matters, in accordance with procedures laid down and approved by the Trust.
- Develop and maintain effective communication networks and working relationships with key personnel, both within and outside the organisation.
- Serve when required as a member of committees, working parties and project teams.
- Maintain concise records and produce statistical data and reports as necessary to assist the Clinical Lead and Discipline Manager.

General Responsibilities

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
- The post holder will promote and support effective team working, fostering a culture of openness and transparency. The post holder will ensure that they take all concerns raised with them seriously and act in accordance with Belfast Trust's Whistleblowing Policy and their professional code of conduct, where applicable.
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
- Comply with the Trust's Smoke Free Policy.
- Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.
- Adhere to Equality and Good Relations duties throughout the course of their employment.
- Ensure the ongoing confidence of the public in-service provision.
- Maintain high standards of personal accountability.
- Comply with the HPSS Code of Conduct.

Information Governance

All employees of Belfast Health & Social Care Trust are legally responsible for all records held, created or used as part of their business within the Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulations 2004, the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Employees are required to be conversant and to comply with the Belfast Health and Social Care Trust policies on Information Governance including for example the ICT Security Policy, Data Protection Policy and Records Management Policy and to seek advice if in doubt.

For further information on how we use your personal data within HR, please refer to the Privacy Notice available on the HUB or Your HR

Environmental Cleaning Strategy

The Trusts Environmental Cleaning Strategy recognizes the key principle that "Cleanliness matters is everyone's responsibility, not just the cleaners" Whilst there are staff employed who are responsible for cleaning services, all Trust staff have a responsibility to ensure a clean, comfortable, safe environment for patients, clients, residents, visitors, staff and members of the general public.

Infection Prevention and Control

The Belfast Trust is committed to reducing Healthcare associated infections (HCAs) and all staff have a part to play in making this happen. Staff must comply with all policies in relation to Infection Prevention and Control and with ongoing reduction strategies. Standard Infection Prevention and Control Precautions must be used at

all times to ensure the safety of patients and staff.

This includes:-

- Cleaning hands either with soap and water or a hand sanitiser at the appropriate times (WHO '5 moments');
- Using the correct '7 step' hand hygiene technique;
- Being 'bare below the elbows' when in a clinical environment;
- Following Trust policies and the Regional Infection Control Manual (found on intranet);
- Wearing the correct Personal Protective Equipment (PPE);
- Ensuring correct handling and disposal of waste (including sharps) and laundry;
- Ensuring all medical devices (equipment) are decontaminated appropriately i.e. cleaned, disinfected and/or sterilised;
- Ensuring compliance with High Impact Interventions.

Personal Public Involvement

Staff members are expected to involve patients, clients, carers and the wider community where relevant, in developing, planning and delivering our services in a meaningful and effective way, as part of the Trust's ongoing commitment to Personal Public Involvement (PPI).

Please use the link below to access the PPI standards leaflet for further information.

http://www.publichealth.hscni.net/sites/default/files/PPI_leaflet.pdf

Clause: ***This job description is not meant to be definitive and may be amended to meet the changing needs of the Belfast Health and Social Care Trust.***

PERSONNEL SPECIFICATION

JOB TITLE / BAND: Information and Administration Manager / Band 6

DEPT / DIRECTORATE: Histocompatibility & Immunogenetics (H&I) Lab

Notes to applicants:

1. You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.
2. Shortlisting will be carried out on the basis of the essential criteria set out below, using the information provided by you on your application form. Please note the Trust reserves the right to use any desirable criteria outlined below at shortlisting. You must clearly demonstrate on your application form how you meet the desirable criteria.
3. Proof of qualifications and/or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.

ESSENTIAL CRITERIA

The following are **ESSENTIAL** criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage. You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.

Factor	Criteria	Method of Assessment
Experience Qualifications Registration	<ul style="list-style-type: none"> • University Degree or Recognised Professional Qualification and 1 years line management experience at band 5 or above in a Health & Social Care Organisation <p>OR</p> <ul style="list-style-type: none"> • 2 year's line management experience in a Health & Social Care Organisation at band 5 or above. <p>AND</p> <ul style="list-style-type: none"> • High degree of computer and numerical literacy • At least 1 year's experience of information management within the HPSS, i.e. analysing data and taking/recommending appropriate action e.g. patient management, and LIMS development. 	Shortlisting by Application Form

	<ul style="list-style-type: none"> • Have 1 year's experience of working with a diverse range of stakeholders to achieve successful outcomes 	
Knowledge Skills Abilities	<ul style="list-style-type: none"> • Excellent interpersonal skills and ability to demonstrate experience of working on a multi-professional basis 	Interview

NOTE:

Where educational/professional qualifications form part of the criteria you will be required, if shortlisted for interview, to produce original certificates *and* one photocopy of same issued by the appropriate authority. Only those certificates relevant to the shortlisting criteria should be produced. If educational certificates are not available an original letter *and* photocopy of same detailing examination results from your school or college will be accepted as an alternative.

If successful you will be required to produce documentary evidence that you are legally entitled to live and work in the United Kingdom. This documentation can be a P45, Payslip, National Insurance Card or a Birth Certificate confirming birth in the United Kingdom or the Republic of Ireland. *Failure to produce evidence will result in a non-appointment.*

Where a post involves working in regulated activity with vulnerable groups, post holders will be required to register with the Independent Safeguarding Authority.

HSC Values

Whilst employees will be expected to portray all the values, particular attention is drawn to the following values for this role

What does this mean?



Working together

We work together for the best outcome for people we care for and support. We work across Health and Social Care and with other external organisations and agencies, recognising that leadership is the responsibility of all.

What does this look like in practice?

- I work with others and value everyone's contribution
- I treat people with respect and dignity
- I work as part of a team looking for opportunities to support and help people in both my own and other teams
- I actively engage people on issues that affect them
- I look for feedback and examples of good practice, aiming to improve where possible.



Excellence

We commit to being the best we can be in our work, aiming to improve and develop services to achieve positive changes. We deliver safe, high quality, compassionate care and support.

- I put the people I care for and support at the centre of all I do to make a difference
- I take responsibility for my decisions and actions
- I commit to best practice and sharing learning, while continually learning and developing
- I try to improve by asking 'could we do this better?'



Openness & Honesty

We are open and honest with each other and act with integrity and candour.

- I am open and honest in order to develop trusting relationships
- I ask someone to help when needed
- I speak up if I have concerns
- I challenge inappropriate or unacceptable behaviour and practice.



Compassion

We are sensitive, caring, respectful and understanding towards those we care for and support and our colleagues. We listen carefully to others to better understand and take action to help them and ourselves.

- I am sensitive to the different needs and feelings of others and treat people with kindness
- I learn from others by listening carefully to them
- I look after my own health and wellbeing so that I can care and support others.