

## Job description

Job title:	Central Booking Administration Manager	
Clinical Service Unit:		
Division:	Corporate	
Corporate Area:		
Salary band:	Band 6	
Responsible to:		
Accountable to:		
Hours per week		
Location:	MKUH	
Manages:	Direct reports:	
	Indirect reports:	

## Milton Keynes Hospital Standards, Commitments and Behaviours

By living up to our standards we deliver more than just a quality patient experience because we:

- Treat everyone with respect, courtesy and kindness
- Provide timely care and attention
- Listen, inform and explain
- Involve you as part of the team and work together
- Are reassuringly professional
- Provide and maintain a clean and comfortable environment

## Aim of the role

The post holder will have a key role in supporting the delivery of 18 Weeks 'Referral To Treatment (RTT)' targets and preparing reports and information for performance meetings. Good communication skills and being able to work with all levels of staff are crucial, with the ability to remain calm under pressure to meet deadlines.

The postholder will be expected to undertake a wide range of duties to support the Patient Administration Service. Providing senior support and expert knowledge to the administrative team within the Administrative services, they will oversee all administrative and clerical processes to enable a high quality, effective patient

focussed service to be delivered, utilising standard operating procedures to ensure achievement of all KPI's

## **Key working relationships**

Internally

- Clinical Directors
- Clinical Leads
- Consultants
- Department Heads
- Heads of Nursing
- Ward Managers
- Patient Access Team
- Finance and Information
- Central Admissions Office
- Other Healthcare Professionals

Externally

- Milton Keynes and surrounding CCGs
- Local GP surgeries

## **Main Duties and Responsibilities**

- Line management of Central Booking and Administration Team
  - Ensure that annual leave and sickness is managed and recorded accurately for staff directly managed and that adequate cross cover arrangements are in place.
  - Manage sickness absence in accordance with the Trust's Policy and Guidelines, completing sickness absence forms for submission monthly.
  - Implement Trust systems for managing individual performance and for resolving poor performance
  - Be responsible for continuing personal and professional development of staff and undertake yearly appraisals
  - Lead the recruitment of staff with the appropriate skills to support the needs of the service
  - Ensure training needs, including business systems, of staff are met to be able to provide patient focused service
  - To develop, deliver and monitor training and awareness sessions for administrative staff within the Central Booking and Administration Team.
  - Ensure induction of new staff to the Team and ensure that they are fully trained on policies and procedures relating to the Central Booking and Administration Team
  - Ensure that Standard Operating Procedures are adhered to by all administrative staff within the Central Booking and Administration Team
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- Ensure that there is a high quality of patient data entered onto the eCare system by staff and this is maintained throughout the Central Booking and Administration Team

## • **Operational Responsibilities**

- Be a service level expert for departments and wider NHS KPIs
  - Provide expert knowledge of 18 weeks referral to treatment (RTT) rules and use them to support the Central Booking and Administration Team in managing all elective patient journeys
  - Management of Transcription Service, ensuring data quality is maintained
  - Management of Transcription Service contracts
  - Maintain an overview of cancellations and utilisation for admission lists
  - Contribute to the development of system/report solutions which allow data quality errors to be dealt with as near to the source of input as possible, to avoid delay and unnecessary recovery or amendment of historical data.
  - Act as the link between other departments and central administrative services.
  - Act as the point of escalation for Central Booking and Administration Team
  - Take responsibility for co-ordinating local resolution of issues and queries within the Central Booking and Administration Team
  - Act as a point of contact for formal complaints and co-ordinate response on behalf of the Central Booking and Administration Team
  - Support departmental and service level meetings
  - Support service development projects in the implementation of pilot programmes or new systems
  - Develop and implement business policies, plan and analyse complex activities with responsibility for demand and capacity planning within the Central Booking and Administration Team
  - To be accountable for operational performance including providing a system of performance review against agreed standards and delivery targets.
  - Develop and maintain effective communication skills and channels, both internally and externally to the Trust, to ensure a high quality service is provided.
  - Manage risk and issues for the Central Booking and Administration Team
  - Act as authorised signatory for Central Booking and Administration Team budget
  - Identify future requirements and changes in practice which will affect the budget and liaise with Finance for adjustments as identified to enable effective management.
  - Produce detailed business cases for service changes. Ensure all projects are efficiently managed.
  - Responsibility for the management of Central Booking and Administration Team budget to ensure that the department operates within budget constraints to ensure value for money and to identify and implement changes to alleviate
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- areas of cost pressures and possible areas of cost saving.
- Manage & minimise Bank/Agency expenditure reducing costs.
- Maintain and improve quality in all areas of work and practices in accordance with the Trust's system(s) standards and guidelines.
- Participate in appraisal and continuous personal and professional development in accordance with Trust policies and procedures and as required by relevant professional bodies
- Cross cover administration manager roles as required

### **Key Performance Indicators**

Work to Key Performance Indicators for the Department for the purpose of quality and performance monitoring against organisational objectives.

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

### **Effort, skills and working conditions**

<b>Physical skills</b>	Skills obtained through practice. Standard keyboard
<b>Physical effort</b>	Combination of sitting, standing, walking.
<b>Mental effort</b>	Concentration for business plans, reports, stats; frequent interruptions
<b>Emotional effort</b>	Occasional exposure to distressing circumstances. Patient complaints, staffing issues.
<b>Working conditions</b>	Exposure to unpleasant conditions is rare/occasional. Verbal aggression from patients

### **Performance management and appraisal**

All staff are expected to participate in individual performance management process and reviews.

### **Personal development and training**

MKUH actively encourages development within the workforce and employees are required to comply with trust mandatory training. MKUH aims to support high quality training to NHS staff through various services. The trust is committed to offering learning and development opportunities for all full-time and part-time employees.

### **General**



All staff are required to comply at all times with any regulations issued by the Trust, especially those governing Health and Safety at Work and Infection Prevention and Control and to ensure that any defects which may affect safety at work are brought to the attention of the appropriate manager. All staff are required to work in a way that promotes the safety of our patients, staff and public by proactively preventing and managing patient safety incidences.

Reducing risk is everyone's responsibility. All staff must attend training identified by their manager, or stated by the Trust to be mandatory. The Trust uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for patients and staff. All staff are expected to become familiar with these systems and use them

The prevention and control of infection is a core element in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:-

- i) Follow consistently high standards of infection control practice, especially with reference to hand hygiene and aseptic techniques,
- ii) Be aware of all Trust infection control guidelines and procedures relevant to their work.

All staff are required to respect confidentiality of all matters that they may learn relating to their employment, other members of staff and to the general public. All staff are expected to respect the requirements under the Data Protection Act 1998.

All staff have a responsibility for safeguarding children, young people and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

The trust values equality and diversity in employment and in the services we provide. All staff are responsible for ensuring that the trust's policies, procedures and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

Staff are responsible for ensuring that they do not abuse their official position for personal gain or to benefit their family or friends. The trust's standing orders require any officer to declare any interest, direct or indirect with contracts involving the trust. Staff are not allowed to further their private interests in the course of their NHS duties.

If you have responsibility for a budget you are expected to operate within this and under the trust's standing financial instructions (available in the intranet's policies section) at all times.

This job description reflects the present requirements and objectives of the post; it does not form part of your contract of employment. As the duties of the post change



and develop the job description will be reviewed and will be subject to amendment, in consultation with the post holder.

