



St Helens and Knowsley  
Teaching Hospitals  
NHS Trust

# *Administration Services*

## *Departmental & Job Role Information*

*April 2021*



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Teaching Hospitals  
NHS Trust

## *Administration Bank Staff (Staffing Solutions)*

We are proud to provide a successful temporary staffing solution service across both Whiston and St Helens Hospitals to fulfil administrative staffing requirements.

We take on staff for short periods of time, during half terms holidays to help cover our in house staffing shortages, and long term posts on temporary basis. You can join the bank from age 16 +

**Ready to join? Here's what you need to do...it couldn't be easier!**

To register on the bank now please contact

[jointhebanknow@sthk.nhs.uk](mailto:jointhebanknow@sthk.nhs.uk)

using the subject title 'Join the Bank Now!' and you can pick up a bank shift as quick as today!

**We want to connect with you via social media now...**

Follow us on Facebook to receive Staffing Solutions updates and all the latest bank news: [www.facebook.com/groups/sthkstaffingsolutions/](https://www.facebook.com/groups/sthkstaffingsolutions/)

## *Clerical Administrator (Band 2)*

Come and be part of a busy team providing Clerical Administration support to the Medical and Surgical Directorates within St Helens & Knowsley NHS Trust.

We are looking for enthusiastic, committed people who can work both as an Individual and also as part of a team with a flexible approach to duties. You will need a pleasant disposition, excellent interpersonal skills and a friendly telephone manner as you will be expected to liaise with staff and patients and direct calls as required.



### **Duties and Responsibilities:**

- Ensure all outgoing post is sent within 24 hours of signing.
- All incoming post to be distributed to relevant departments on the same day.
- Assist the Directorate in providing quality administrative support to the clinical teams.
- Accurate and timely input of data onto information databases.
- Ensure test results are sent for scanning in a timely manner.
- Ensure all letters and discharge summaries are copied to the appropriate professionals and other agencies.
- Photocopying/filing/faxing and general housekeeping of the office environment.
- Attend appropriate training, meetings and education sessions at the request of the Administration Team Leader.
- Work with line manager and team to review working practices, ways of working and find solutions to problems.
- Work with Team Leaders/Administration Service Co-ordinators to improve quality and range of services, with resources being managed according to agreed policies and priorities.
- Organise and order stationery items as appropriate.
- Be able to work as part of a team, promote effective flows



For more information  
please contact Rachel  
Sankey, Administration  
Team Leader on 0151  
290 4423

## *Ward Administrator (Band 2)*

The Ward Administrator has a pivotal role in ensuring the smooth running of a ward. Everyday tasks will include reception duties, administrative tasks and inputting / retrieving data on the Trust IT systems.

### Example Of Duties

- ◆ Welcome patients and visitors onto the ward
- ◆ Produce high quality spreadsheets to request patient follow up appointments following discharge.
- ◆ Deal with telephone calls
- ◆ Distribute post
- ◆ Record Ward Attenders onto the Internal computer system
- ◆ Keep a record of patients admitted, transferred and discharged from the ward
- ◆ All administrative duties including filing, photocopying, emails, fax's and preparing admission packs



**Teamwork is an important part of the role. As well as being a part of the ward administrator team our Administrators are part of their own ward/speciality team. A ward Administrator should be an excellent team player and also be able to work independently using initiative and motivation.**

### Could you be a Ward Administrator?

- ◆ Friendly and welcoming
- ◆ Organised and self motivated
- ◆ Able to manage your workload efficiently and effectively

For more information call Emma Curphey or Carole Ward

0151 430 1523



## *Medical Secretary (Band 3)*

Come and be part of a dynamic team working within an environment where everyone is valued and respected in a forward thinking Trust rated Excellent by the Care Quality Commission and ranked in the top 100 places to work by its' employees.

### *Example of Duties:*

- Typing Clinic letters from audio dictation
- Checking patient pathways for future appointments & information
  - Using hospital systems to obtain patient information
  - Completing tertiary referral for internal and external sources
    - Maintaining spreadsheet
- Liaising with Personal Medical Secretaries and other colleagues to ensure patients get the best care
  - Minute taking
  - Attend mandatory training

*Working as a Medical Secretary is a demanding job, you will type letters that have been dictated by the clinicians who have reviewed patients in clinic, however it is very rewarding. We have 57 Medical Secretaries working on both the Whiston and St Helens Hospital sites. As a Medical Secretary you will become part of a team who type for 32 different specialities. Medical Secretaries can learn up to 5 different specialities which keeps your work varied and interesting and gives you an excellent opportunity to progress to a Personal Medical Secretary should you wish to further your career within the administrative department.*



For more information please  
contact Rachel Sankey,  
Administration Team Leader  
on 0151 290 4262

# Admission Officer (Band 3)

# Pre-op Booking Officer (Band 3)

Providing services at St Helens and Whiston hospitals,



- MEET DIFFERENT PEOPLE
- LIAISE WITH MULTI DISCIPLINARY TEAMS
  - MAKE A DIFFERENCE
  - DIVERSE ENVIRONMENT

- LEARN AND DEVELOP LIFE LONG SKILLS.
  - COMMUNICATION SKILLS
  - ORGANISATIONAL SKILLS
  - COMPUTER SKILLS

- Friendly and Welcoming environment.
  - Team work
  - Everyone is happy to help
  - Positive workforce

For more information please contact Craig Stanton

Craig.stanton@sthk.nhs.uk

01744 646489



So far in 2019 our department has booked over 17500 operations and 9000 Pre-operative appointments across Whiston and St Helens Hospital sites

## *Personal Medical Secretary (Band 4)*

To provide an efficient and effective administration service to support the consultants, junior doctors and nurse clinicians within the speciality team.

Responsibilities:-

- To provide a comprehensive administration service to the Consultant and Speciality Team including nurse clinicians.
- Keep diaries up to date, arrange appointments, meetings, travel arrangements and accommodation.
- Operate an effective bring forward system and filing system.
- To manage and maintain 18 week pathways including Referrals to external Trusts and ensure these are completed on internal system.
- Type dictation from audio transcription of clinical correspondence and documentation.

### **Good things to know**

- **Medical terminology**
- **Medical Audio typing experience**
- **18 week RTT Pathway**



Urology Personal Medical Secretaries

**For further information:**

**Julie Rigby**

**0151 67430 1294**

**[julierigby@sthk.nhs.uk](mailto:julierigby@sthk.nhs.uk)**

## *Surgical Rota Co-ordinator (Band 4)*

### Have you got what it takes ?

- Medical Rota Management
- Maintaining Robust Electronic Systems
- Good oral and written communication skills
- Work on own initiative and schedule work to meet deadlines.
- Work within a busy environment and under pressure
- Ability to prioritise, take ownership and manage workload
- To work within a busy environment and under pressure
- Ability to use initiative to solve problems
- Ability to keep clear, concise records



For more information  
please contact Julie  
Rigby, Administration  
Services Co-ordinator  
on 0151 430 1294

Week No.	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	08:30 - 21:00	08:30 - 17:00	08:30 - 21:00	08:30 - 17:00	08:30 - 17:00	08:00 - 00:00	08:00 - 00:00
2	08:30 - 17:00	08:30 - 17:00	08:30 - 17:00	08:00 - 00:00	20:30 - 04:00	20:30 - 04:00	20:30 - 04:00
3	08:00 - 00:00	08:00 - 00:00	08:00 - 00:00	08:30 - 17:00	08:30 - 17:00	08:00 - 00:00	08:00 - 00:00
4	20:30 - 04:00	20:30 - 04:00	20:30 - 04:00	20:30 - 04:00	08:00 - 00:00	08:00 - 00:00	08:00 - 00:00
5	08:30 - 17:00	08:30 - 17:00	08:30 - 17:00	08:30 - 17:00	08:30 - 21:00	08:30 - 21:00	08:30 - 21:00
6	08:30 - 17:00	08:00 - 00:00	08:00 - 00:00	08:30 - 21:00	08:30 - 17:00	08:00 - 00:00	08:00 - 00:00
7	17:00 - 23:30	17:00 - 23:30	17:00 - 23:30	17:00 - 23:30	17:00 - 23:30	11:00 - 23:00	11:00 - 23:00
8	08:00 - 00:00	08:30 - 21:00	08:30 - 17:00	08:30 - 17:00	08:30 - 17:00	08:00 - 00:00	08:00 - 00:00
9	08:30 - 17:00	08:30 - 17:00	08:30 - 17:00	08:30 - 17:00	08:30 - 17:00	08:00 - 00:00	08:00 - 00:00
10	08:30 - 17:00	08:30 - 17:00	08:30 - 17:00	08:30 - 17:00	08:30 - 17:00	08:00 - 00:00	08:00 - 00:00



## *Administration Team Leader (Band 4)*

Come and be part of a dynamic team working within an environment where everyone is valued and respected in a forward thinking Trust rated Excellent by the Care Quality Commission and ranked in the top 100 places to work by its' employees.

### **Example of Duties**

Manage a team of people to reach their potential

Organise & delegate workloads

Conduct Appraisals

Hold monthly meetings with staff to keep them up to date with policies and procedures

Maintain Targets and Monitor reports

Arrange and conduct interviews

Manage sickness levels and annual leave requests

Conduct welfare meeting/disciplinary meeting

Arrange mandatory training for staff

This demanding role will require excellent time management and interpersonal skills. You must be able to prioritise your own workload and that of others and will require a flexible approach to your duties. You must be able to communicate effectively with staff at all levels within the organisation.



## *Ward Administrator Supervisor (Band 4)*

The Supervisor is responsible for a pool of Ward Administrators providing an efficient and effective service to ward areas across the Trust. The Supervisor is expected to organise their workload and ensure the Ward Administrators are functioning efficiently and effectively.

### Example Of Duties

- ◆ Plan, prioritize and help organise the workloads.
- ◆ Monitor and record flexible working arrangements of the ward administrators
- ◆ Authorise and record annual leave
- ◆ Record sickness on ESR.
- ◆ Carry out return to work interviews and action trigger points inline with the policy.
- ◆ Carry out training and development needs.
- ◆ Act as a point of contact for the team resolving staffing issues using own judgment and maintaining communication at all times.
- ◆ Advertise job vacancies
- ◆ Carry out appraisals for all staff
- ◆ Ensure all Trust policies are communicated to staff and implemented.

A Ward Admin Supervisor post is a progression from a ward administrator.

Qualifications and experience for this post would be as below:

- ◆ GCSE Standard or above
- ◆ Word Processing Skills
- ◆ Good English Language Skills
- ◆ EDCL Qualification
- ◆ NVQ L3
- ◆ 2 Years experience working as a Ward Administrator in the NHS or equivalent experience.

For more information please contact Emma Curphey or Carole Ward on 0151 430 1523 or 0151 290 4208.



# *Administration Services Co-ordinator*

## *(Band 5)*

St Helens and Knowsley NHS Trust employs 7 Administration Service Co-ordinators who are responsible for ensuring administration deadlines are adhered to for the Medical Care Group, Surgical Care Group and Admissions Department across both the Whiston and St Helens sites.

### **Example Of Duties**

To manage administrative staff to provide an efficient and effective service to the Trust.

#### Responsibilities

- Manage a complete administrative service including word processing, audio typing, composition of letters, diary management and appointments
- Introducing and implementing new practices to enhance service development
- Ensuring compliance in relation to new policies
- Facilitate a supportive learning environment
- Line manager and supervisory responsibilities.



### **Good things to know**

- **Medical terminology**
- **18 week RTT Pathway**
- **Choose & Book System**
- **Role of the Personal Medical Secretary, Medical Secretary and Administration Clerk.**

## *Assistant Directorate Manager*

### *Admissions Department (Band 6)*

The Assistant Directorate Manager role for the Admissions Department is responsible for ensuring optimum use of theatre lists on both sites, ensuring a clear plan of operations for the Admissions Department to work to and supporting the Directorate Managers by negotiating additional capacity with Consultants. Ensuring that patients have their surgery within national timeframes.

The post holder is also responsible for producing reports on activity usage for the performance meetings, operational group, 18 week meetings and other ad hoc requirements.

#### **Good things to know**

- **Medical terminology**
- **18 week RTT Rules**
- **Opera Theatre Management System**
- **Role of the Admissions Booking Officer and Pre-op Booking Officer**
- **Understanding of activity and theatre management**
- **Experience in Project Management and supporting a Management Team with high level reporting**
- **Knowledge and understanding of service improvement**



# *Associate Directorate Manager (Band 7)*

## *Example of Career Progression*

My Name is Clare Jones, I am the Associate Directorate Manager for Administration Services, Admissions Department and support to Gynaecology and Vascular Services. I have worked my way up through the Trust in various job roles through development. The career pathway I have taken during my time at the Trust is below.



Clerical Administrator (Band 2)



Nursing Secretary to Surgical Head of Nursing (Band 3)



Directorate Secretary to Directorate Manager for Burns & Plastics Surgery and Gynaecology (Band 3)



PA to Assistant Director Of Operations & Office Manager (Band 4)



PA to Assistant Director Of Operations and Capacity Manager (Band 5)



Administration Services Co-ordinator (Band 5)



Senior Administration Services Co-ordinator (Band 6)



Associate Directorate Manager for Administration Services across Surgical and Medical Care Groups and Admissions Department (Band 7)

## *Directorate Manager (Band 8B)*

### *Example of Career Progression*

My Name is Anne Stott, I'm the Directorate Manager for Gynaecology, Pre-operative Assessment Clinic, Admissions Department and Administration Services. I have worked my way up through the Trust in various job roles through development. The career pathway I have taken during my time at the Trust is below.



Accident & Emergency Receptionist (Band 2)



Secretary to Intensive Care Consultants (Band 3)



PA to Head of Service Development & Planning (Band 4)



PA to General Manager & Clinical Director, Woman & Child (Band 5)



PA & Administration Manager to Critical Care Unit (Band 6)



Associate Directorate Manager to Divisional Director and Divisional Manager for Scheduled Care Division (incorporated managing Administrative Services across Surgery) (Band 7)



Directorate Manager - Surgical Care Group (Band 8B)

# *Apprenticeships for Staff Development*

Apprenticeships allow you to combine work and study by mixing on-the-job training with classroom learning. You'll be employed to do a real job while studying for a formal qualification, usually for one day a week either at a college or a training centre. By the end of your apprenticeship, you'll hopefully have gained the skills and knowledge needed to either succeed in your chosen career or progress onto the next apprenticeship level.

What you'll learn depends on the role that you're training for. However, apprentices in every role follow an approved study programme, which means you'll gain a nationally-recognised qualification at the end of your apprenticeship.

## Apprenticeship levels

There are four different levels of apprenticeship:

- **Intermediate** - equivalent to five good GCSE passes.
- **Advanced** - equivalent to two A-level passes.
- **Higher** - equivalent to the first stages of higher education, such as a foundation degree.
- **Degree** - comparable to a Bachelors or Masters degree. Find out more at [degree apprenticeships](#).



**Facilitating a cultural of learning and development**

*"We will optimise the use of the Apprenticeship Levy to support staff in  
realising their potential" Trust Objectives*

Thank you for taking the time to read through this information

If you require any further information around any administration job roles within St Helens and Knowsley Hospital Teaching NHS Trust, please do not hesitate to contact any of the staff mentioned throughout this booklet.

We wish you well with your future career!

**Administration Services Team**

**St Helens and Knowsley Hospitals Teaching NHS Trust**

