**Job Specification**

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| **Overall Purpose of the Job *(Outline the purpose of the job, what is the reason for the job, what must it achieve and how does it contribute to the success of the business?)*** |
| **Provide support of the of the breast screening administration team in particular to the Breast Screening Programme/Service Manager and Admin Manager to ensure the smooth running of the breast service.*** To provide a broad range of administrative functions, utilizing relevant IT systems to support the delivery of a high Quality Breast Screening Service.
* Specific functions will include the use of NBSS and BS Select to support the clinical pathway e.g. monthly failsafe appointments and other functions to ensure a smooth breast screening pathway
* To ensure patient and customer focus is central to the commercial success of the Business.
* To support the Admin Manager with weekly, monthly reports and performance data reporting
* Support the procurement function for the service to ensure stock is readily available
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| **Key Working Relations *(List the internal and external roles that this post has key interaction with)*** |
| **Internal (within InHealth)*** Programme Manager/Service Manager
* Admin Manager
* Superintendent Radiographer
* Clinical Nurse Specialist/Lead Nurse
* Lead Administrators and the breast screening administration team
* SNEH Breast Screening Service Unit staff
* InHealth procurement

**External (Outside InHealth)*** Regional Screening Quality Assurance Service(SQAS)
* National Health Service Breast Screening Programme (NHSBSP)
* Health Promotion staff
* GPs
* Other Breast Screening Units
* Local Hospital Trusts
* Clients, Local community groups
* NHS Digital
* Hitachi (NBSS)
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| **Key Result Areas and Specific Duties *(Key result areas should be related to the job objective. Provide a list of key result areas and specific duties to include people management and key performance indicator areas)*** |
| * Provide support of the of the breast screening administration team in particular to the Breast Screening Programme/Service Manager and Admin Manager to ensure the smooth running of the breast service.
* To ensure the timely delivery of all surgical referrals to the appropriate hospital and with all relevant images. This includes transfer of digital images via Image Exchange Portal.
* Liaise with clients and healthcare professionals to support a smooth pathway for the care of women who have been diagnosed with cancer. This requires communication of information which is of a very sensitive nature.
* Deputise for the Very High-Risk co-ordinator and understand the NHSBSP Very High-Risk referral service.
* Support the multidisciplinary co-ordinator (MDT) in his/her role particularly during planned and unplanned absence.
* Support the requirements of VAE appointments and request invoices as required.
* Utilise NBSS database to support functions required for the smooth running of the breast screening service
* Use of the BS Select information to ensure that monitoring reports are produced in a timely manner and distributed to relevant staff.
* Ensure that a robust Quality Management system is in place.
* Alert the Admin Manager of any concerns that will affect client care
* Support the procurement process for the service and set up requisitions on e-req, ensure that all POs are receipted once goods have been received.

**This is not a restrictive list of duties and all members of InHealth may be required to carry out additional tasks within their capability. All members of staff are required to participate in appraisals, self development, mandatory and statutory training.** |
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| **Core Competencies *(List competencies from Competency Framework usually a maximum of 5, focus on those that are specific to the job and are essential for is success)***  |
| * Excellent interpersonal and communication skills
* Proficiency in audio typing
* Understanding the medical secretary role
* Track record of administrative function delivery and good quality standard implementation
* Good technical/IT knowledge and evidence of learning and adaptability to alternative data functions e.g. NBSS, BS Select
* Record of supporting data collection and analysis at regular intervals
* Flexibility/Adaptability
* Team Working
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**Person Specification**

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| **Knowledge *(What knowledge is required to enable the person to be successful in this role?)*** |
| **Essential:** | **Desirable:** | **Tested By** |
| **\**** Proven typing including audio ability
* Proven ability with IT programmes and flexibility in learning new programmes e.g. NBSS/BS Select
* Ability to work to deadlines
* Ability to be flexible in supporting clinical functions to ensure a smooth pathway delivery
* Excellent communication skills when dealing with patients.
 | * Knowledge and experience of NBSS and BS Select
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| **Skills and Experience *(What skills and experience is required to enable the person to be successful in this role?)*** |
| **Essential:** | **Desirable:** | **Tested By** |
| * Track record of achieving excellent administration outcomes and an ability to meet deadlines
* Flexible approach to change management
* Effective written and verbal communication
* Ability to develop good communications with internal/external key members of staff and external bodies
* Experience with Quality Management Systems
* A commitment to improving clients services
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| **Qualifications and Special Training *(What is the level of education that is required to enable the person to be competent in this role?)*** |
| **Essential:** | **Desirable:** | **Tested By** |
| * Business administration qualification or equivalent NVQ award
* Evidence of Technical competence with databases/IT systems
* Evidence of good academic qualifications

Experience of working flexibly in a busy admin office | * Evidence of technical expertise
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| **Personal Requirements *(What are the key personal attributes required for this role?)*** |
| **Essential:** | **Desirable:** | **Tested By** |
| * Ability to proactively manage time and work independently
* Strong sense of commitment, openness, integrity in the role
* Ability to meet deadlines
* Ability to adapt to unplanned changes in service delivery
* Motivated in adapt to modernized administration functions
* Excellent communication skills and ability to deal with the public
* Develop good internal and external provider relationships
* Ability to work innovatively in a work context
* Understanding equal opportunities
 | * Evidence of administration/IT systems
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| **Other Requirements *(Are there any other requirements needed i.e, evidence of CPD, Manual handling, clinical contact with patients, equipment and machinery?)*** |
| **Essential:** | **Desirable:** | **Tested By** |
| * Communicate with external/internal providers
* Communicate professionally and regularly with members of the public often taking difficult calls
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| **Employee Signature:** | **Line Manager Signature:** |
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| **Date:** | **Date:** |
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