JOB DESCRIPTION

TITLE: ADMINISTRATION SERVICES MANAGER

LOCATION: Highgate Private Hospital

DEPARTMENT: General Operations

REPORTING TO: General Operations Manager

RESPONSIBLE FOR: Outpatients Administration, Front of House Receptionists, Client Services Advisors, Client Service Liaison and Medical Records Team.

To act as deputy in the absence of General Operations Manager

KEY WORKING RELATIONSHIPS: General Operations Manager, Administration Lead, Client Services Lead, Senior Management and Heads of Departments, Hospital Director, CFO, Consultants’ secretaries/PAs, and all other third party referrers as well as their Admin counterparts, Nursing Services Manager, NHS Services Manager and Bookings supervisor.

1. JOB PURPOSE:

Leading and developing the administrative function of the hospital to consistently provide an excellent service. Contribute positively to increasing organisational revenue and activity through development of a knowledgeable, accountable, responsive administration and sales team whilst demonstrating excellence in both internal and external relationship management. Line management of all administration teams including Client Services Advisors and Client Service Liaisons. Active participation in the development of long term relationships between hospitals based consultants and external stakeholders by encouraging positive engagement with the hospital and its services. Full responsibility for the management control, reporting and processing of all administration KPI

2. KEY ACCOUNTABILITIES:

Leadership/Managerial:

To have line management responsibility for administration function including Outpatients Receptions (excluding diagnostics), Front of House Reception, Client Service Advisors (CSA), Client Service Liaison (CSL) and Medical Records ensuring that they are staffed according to activity levels, meet customer care expectations as set by the organisation and that the team structures are fit for purpose.

To be accountable for the financial management of the teams within the departments

To work with the General Operations Manager to consult on and implement changes to the structure of teams within the department in line with the overall strategic direction set by the Hospital Director.
To be part of the General Operations Team and have an active role in supporting peers with work streams across the organisation.

To ensure that the departments' environment is set up to be as efficient as possible to allow easy cross working and communication when administration staff/s are relocated within the hospital.

In the absence of the General Operations Manager act as deputy

Ensuring efficient processes and call management across the hospital administration function

To manage full utilisation of internal systems capturing management information and following through on any actions

To be accountable and consistently achieve agreed CSA’s KPI’s as defined by the Business Development Manager/Hospital Director

To produce in conjunction with the finance team monthly activity reports detailing CSA and OPD activity, conversion and revenue statistics

To work closely with clinical departments to ensure the provision of an efficient and cost effective administrative service

Develop systems within Administration to reduce the reliance on paper and move to electronic systems that are accessible to staff across the hospital as appropriate.

To set an example to all staff in terms of professionalism and customer care

To undertake appraisals, identifying training and development needs for staff, whilst assisting them to identify clear and achievable objectives

Recruitment a selection of administrative staff both permanent and bank

To maintain a pool of bank administration staff to meet the needs of the departments

Ensure that all staff undertake and complete mandatory training

To attend all Head of Department Meetings and any other required meetings

To actively participate in Aspen Group initiatives

To be conversant with the Health and Safety at Work Act, its implications to the working environment and the role responsibilities

To be conversant with the COSHH and RIDDOR regulations and their implications to the working environment

To regularly attend mandatory and voluntary training within the required time-frames, completing e-learning modules by the defined deadlines

To be fully accountable for reading and fully understanding all organisational policies and procedures, and being fully versed in all updates
To demonstrate consistent ownership of all professional and personal development

To ensure that all sensitive/confidential company information, intellectual property, electronic and hard copy documents and information concerning patients is treated in the strictest of confidence

To ensure that all company, patient data and clinical information is handled in line with the organisation’s Information and Clinical Governance policies

3. SUPPLEMENTARY INFORMATION

Our Values
We are proud to be 'Individually different. Altogether better' and it is only through our people that we will achieve our mission to:

“Provide first-class independent healthcare for the local community in a safe, comfortable and welcoming environment; one in which we would be happy to treat our own families”

We do this by asking you to work within our core values:

- Beyond Compliance – Going above and beyond to improve our business
- Personalised Attention – Taking time to care for others
- Partnership and Teamwork – Inclusive and collaborative
- Investing in Excellence – Working to be the best
- Always with Integrity – Respected, admired and reliable

Code of conduct
✓ I will make the CARE and SAFETY of our patients my first concern and will always act to protect them from risk.
✓ I will always be respectful to the public, patients, relatives and carers, colleagues and business when representing Aspen Healthcare.
✓ I will always be honest and act with integrity.
✓ I will accept responsibility for my own work and if appropriate the proper performance of the people I manage.
✓ I will show my commitment to working as a team member with all my colleagues and the wider community.
✓ I will take responsibility for my own learning and development.
✓ If a member of a professional body, I will comply with the relevant professional code of ethics and conduct at all times

Equality & Diversity
Aspen Healthcare Limited is an Equal Opportunity Employer. Its policy is to treat everyone in the same way regardless of their race, religion, marital status, physical/mental disability, gender, sexual orientation, and age, responsibilities for dependents, trade union membership or offending background. The Company values the diversity of its work force as a strength and aims to provide a working environment in which people have the opportunity to contribute and develop according to their individual merits and aspirations.

Health & Safety at Work
You are reminded that, in accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, you have a duty to take responsible care to avoid injury to yourself and to others by your work activities, and to co-operate with the organisation and others in meeting statutory and mandatory requirements.
Statutory & Mandatory Training
You are required to complete mandatory training as required, and if unable to attend ensure this is rectified with your line manager’s support at the earliest opportunity.

Infection Prevention & Control
It is the responsibility of all staff to ensure high quality patient care is based upon principles of best practice in infection prevention and control, either directly through personal contact or indirectly through supervision of practice.

It is the responsibility of all staff to fully co-operate with managers in achieving compliance with Infection Control policies and in adopting safe systems of work when undertaking activities that present a risk of the spread of infection.

Confidentiality
Information about any individual, which includes either some or all details of their identity is personal and is subject to the Data Protection Act (1998), the Human Rights Act (2000) and other Aspen Healthcare requirements such as the Caldicott principles.

- Patient information, in any form is confidential. This means that information should only be shared or accessed by someone with a legitimate reason, related to the care of the patient.
- Information about members of staff or others in relation to sensitive issues, such as appraisals, investigations, complaints or payroll details is also confidential.

All staff must always maintain confidentiality when dealing with sensitive material and information of this nature and immediately report any potential confidentiality issues that may arise.

Information Security
All staff are required to read and comply with all Aspen communications and policies that are issued relating to the electronic security of Aspen and patient information particularly in relation to:
- Saving data and information
- Password management and responsibilities
- Transfer of data and data sharing

Whistleblowing - Raising Concerns
It is the responsibility of all staff to raise any concerns to their line manager or the HR department if they reasonably believe that one or more of the following concerns is either happening, has taken place, or is likely to happen in the future relating to the company’s business:
- A criminal offence
- The breach of a legal obligation
- A miscarriage of justice
- A danger to the health and safety of any individual
- Damage to the environment
- Deliberate attempt to conceal any of the above.
- any other legitimate concerns
Data Protection
All staff must be aware of the Caldicott principles, the Data Protection Act 1998 and the Human Rights Act 1998. The protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, Aspen Healthcare and the individual may be prosecuted. Disciplinary action will be taken for any breach.

Mobility/Flexibility
Your normal place of work will be as stated above, but as a term of your employment you may be required to work from any of the companies’ facilities.

Safeguarding the Welfare of Children and Vulnerable Adults
Post holders have a general responsibility for safeguarding children 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 expectation is that the post holder is familiar with the relevant procedures and guidelines relevant to their job role.

For all posts requiring professional registration
You are required by law to maintain professional registration for the duration of your employment and cannot be lawfully employed should registration lapse. Lapsing may render you subject to disciplinary action. You are also required to abide by the codes of professional practice as detailed by the professional body (Nursing and Midwifery Council, General Medical Council, Health and Care Professions Council etc.)

Other responsibilities
You will be required to be aware of and adhere to all relevant Company Policies and Guidelines.

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time and where possible be in consultation with the post holder.

Review
The post-holder must act in such a way to promote a positive image of Aspen Healthcare UK Ltd at all times. This job description is not conclusive and will be regularly reviewed with the post-holder.
## PERSON SPECIFICATION:

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<thead>
<tr>
<th>SELECTION CRITERIA</th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<tbody>
<tr>
<td><strong>Education</strong></td>
<td>A-levels or equivalent</td>
<td>Business or Healthcare related degree/qualification</td>
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<tr>
<td><strong>Experience</strong></td>
<td>Successfully managing and motivating an administration services team&lt;br&gt;Demonstrable success within achievement of targets both individually and as part of a team&lt;br&gt;Demonstrable skills in relationship management</td>
<td>Previous experience in a similar role within healthcare</td>
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<td><strong>Knowledge &amp; Skills</strong></td>
<td>Strong leadership skills&lt;br&gt;Exceptional communication, listening, influencing and negotiation skills&lt;br&gt;Strong PC skills are essential as the role is systems based i.e. I.T. literate - Word, Excel, e-mail, internet and database&lt;br&gt;Exceptional time-management&lt;br&gt;Project management skills&lt;br&gt;Strong planning, organisational and problem solving skills&lt;br&gt;Ability to achieve, multi-task, meet tight deadlines, maintain high attention to detail and to remain calm and productive under pressure</td>
<td>Experience of regular use of hospital based systems</td>
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<td><strong>Qualities &amp; Attributes</strong></td>
<td>High level of accountability and sense of responsibility&lt;br&gt;Dynamic verbal and non-verbal communication&lt;br&gt;Ability to engage with different types of patients, internal colleagues across different roles and departments, ages and management seniorities&lt;br&gt;Ability to work unsupervised&lt;br&gt;Proactive, adaptable and flexible with a can do attitude&lt;br&gt;Ability to demonstrate consistent high performance within a high pressured environment&lt;br&gt;Credible, articulate, confident and tenacious with the gravitas and credibility to build relationships at all levels.&lt;br&gt;Well presented&lt;br&gt;Committed and reliable&lt;br&gt;Bright and Motivated&lt;br&gt;Demonstrate integrity and initiative, being a self-starter&lt;br&gt;Diplomatic with a sense of humour</td>
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<td><strong>Physical</strong></td>
<td>Satisfactory health declaration</td>
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## TERMS AND CONDITIONS OF EMPLOYMENT

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<thead>
<tr>
<th><strong>SALARY:</strong></th>
<th>Competitive, depending on experience</th>
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<tr>
<td><strong>HOURS:</strong></td>
<td>37.5 hours per week - Monday to Sunday</td>
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<tr>
<td><strong>ANNUAL LEAVE:</strong></td>
<td>4 Week 2 days (pro rata)</td>
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<td></td>
<td>(1\textsuperscript{st} Jan – 31\textsuperscript{st} Dec)</td>
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<td><strong>PROBATIONARY PERIOD:</strong></td>
<td>Three months</td>
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<tr>
<td><strong>PENSION SCHEME:</strong></td>
<td>Auto enrolment into the Aspen Healthcare Group Stakeholder Pension Plan (GSHP) with Scottish Widows, if the eligibility criteria set out by the Government is met</td>
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<tr>
<td><strong>FREE HEALTH SCREENING:</strong></td>
<td>Following one year’s service</td>
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<tr>
<td><strong>PRIVATE HEALTH INSURANCE:</strong></td>
<td>Following one year’s service</td>
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