

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	Administrative Assistant (Band 2)
Responsible to:	Superintendent Radiographer
Department:	Edinburgh Imaging Facility QMRI / Department of Radiology
Directorate:	Diagnostic Services
Operating Division:	Acute Services
Job Reference:	101262
No of Job Holders:	1

2. JOB PURPOSE

To provide high quality support in the daily running of the department as an individual and team player.

To undertake a range of clerical and administrative duties required to maintain the smooth running of the department and enable the team to achieve their objectives and meet required deadlines.

3. DIMENSIONS

Clinical Areas: MRI, PET/CT, CT and PET/MRI scanning

Clinical Activity: The number of examinations will be variable and increase with time for example up to 2000 PET/CT clinical examinations per year are anticipated.

Clinical Provision: There will be an expectation to work flexibly. Currently, normal working hours are generally worked throughout the year, but it is probable that flexible hours and working may be required at times.

Staffing responsibilities:

This position is designed to aid our radiography staff across both facilities with booking patient scans using TRAK and liaising with researchers to book research scans using bespoke scan managing software.

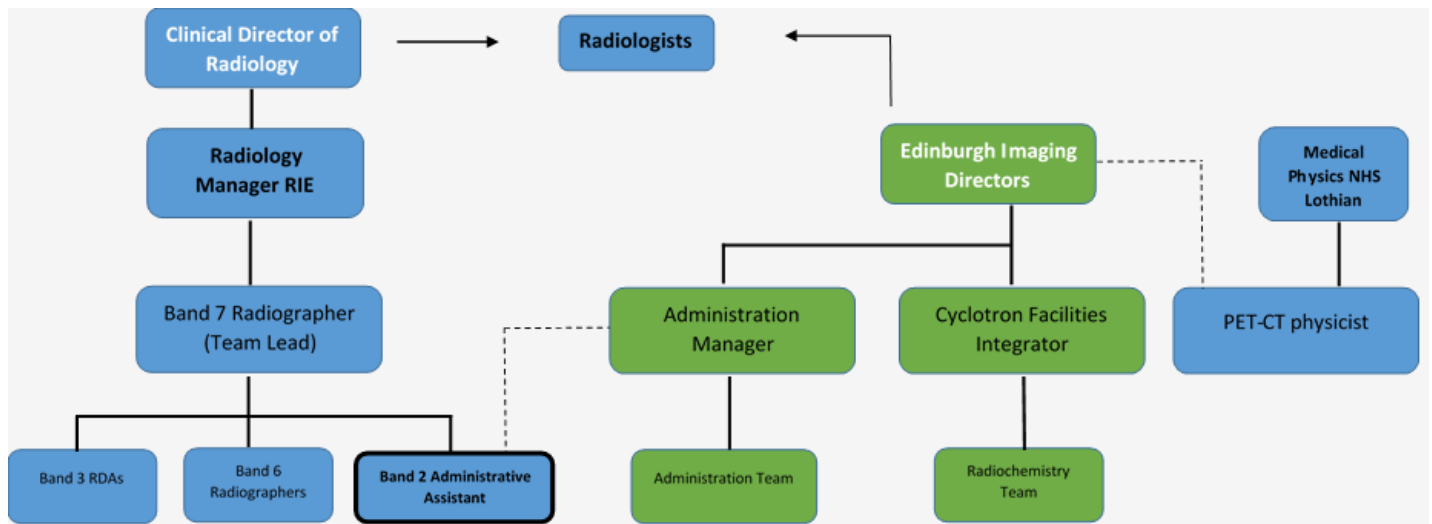
This position also requires contact with patients by telephone and organising appointments. Assistance and temporary cover of reception will also be required.

The postholder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.

4. ORGANISATIONAL POSITION

The Edinburgh Imaging Facility QMRI and RIE deliver clinical & academic research imaging in humans.

Edinburgh Imaging and NHS Lothian collaborate closely, scanning facilities are utilised by Academic researchers and Clinical Staff to scan NHS patients and research volunteers.



5. ROLE OF DEPARTMENT

- To provide a high quality, efficient and effective clinical and research imaging service within the University of Edinburgh, NHS Lothian and associated organisations.
- Diagnostic imaging equipment is used to carry out radiological examinations on patients and reports are provided to referring clinicians. The report assists the referrer in providing a diagnosis of the patient's condition in order to decide on an effective course of treatment and care.
- Research imaging equipment is used to support externally funded research studies. The Superintendent will be responsible for ensuring that all research is carried out according to the standards set down in the Research Governance Framework for clinical research and that standard operating procedures with respect to image acquisition and data management are followed. The reports are referred to the Principal Investigator managing the research projects.
- The Facility clinical governance strategy mandates a high standard of care for patients and volunteers undergoing radiological examination and promotes multidisciplinary team working. Imaging examinations must be carried out under the terms and conditions of relevant legislation and local processes/procedures.

- Provide an environment suitable for the training and education of Student Radiographers, Research staff and postgraduate students. Junior Radiographers from within the department of Radiology and seconded staff as part of succession planning and personal development.
- The imaging equipment in the EIF QMRI will be used to undertake diagnostic examinations on NHS patients and research studies on clinical trials and observational studies, develop new sequences in volunteers and test phantoms and perform imaging for high quality assurance purposes

6. KEY RESULT AREAS

1. Acting as first point of contact for the department, responsible for opening, logging and distributing mail, answering telephone and face to face enquiries from all staff, patients and the general public, providing information, directing and prioritising queries as appropriate.
2. General administrative duties including copy/audio typing, filing, photocopying and scanning.
3. Supporting the team in the arrangement of meetings and / or events, including the setting up and clearing of rooms and refreshments.
4. Support financial processes as required:
Monitoring and ordering of stationery / supplies
Maintaining accurate records and ensuring delivery / receipt
Supporting invoice processes
5. Input department specific data and information into local databases and spreadsheets in line with local processes and protocols, maintaining thereafter as required e.g. booking arrangements, equipment/service requests, claims, response collation.
6. Recording actions in meetings to produce notes using agreed templates and procedures.
7. Processing documents, including distribution and collation of materials/responses as required.
8. Maintain confidentiality of all sensitive information as per the Data Protection legislation and work within all NHS Lothian policies.
9. To adhere to all departmental, secretarial and administrative policies and procedures.
10. When required, assist with the orientation of new / temporary staff.
11. Working flexibly when the service requires cover in times of annual leave, sickness and increased activity.
12. Attending regular team meetings to discuss work issues.

13. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

7a. EQUIPMENT AND MACHINERY

The following are examples of equipment which will be used when undertaking the role:

Personal Computer / Laptop
Telephone / Answering machine
Audio typing equipment
Photocopier / Scanner / Printer
Video / tele-conferencing
Projector
Laminator
Guillotine
Shredder
Binder

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

7b. SYSTEMS

The following are examples of systems which will be used when undertaking the role:

Office filing systems.
Patient administration system for inputting, searching, recording, storing and retrieving information.
Appropriate local systems and coding where required for recording patient activity and producing correspondence.
Microsoft Office applications including Word, Excel, PowerPoint, Outlook, Access and Publisher
Intranet / Internet, including website publication tools.
Local and national databases and spreadsheets.
Staff payroll system.
Staff training booking system.
Personal Development Plan Recording System.
Online ordering system.
Incident Recording system.

Note: New systems may be introduced as the organisation and technology develops, however training will be provided.

8. ASSIGNMENT AND REVIEW OF WORK

Work is generated by the line manager and management team as per ongoing objectives.

The post holder will be required to organise daily workload working within the parameters of departmental protocols.

A review of work / performance is done on an ongoing basis, with a formal review, appraisal and personal development plan completed annually and in line with NHS Lothian PDP processes, by the line manager and the post holder.

Regular 1:1 and monthly team meetings with the line, manager provides an ongoing individual and team support structure.

9. DECISIONS AND JUDGEMENTS

The post holder is not directly supervised and uses own initiative to make basic decisions regarding workload priorities and enquiries independently. The line manager is available to provide advice on more complex matters.

The post holder will be required to exercise judgement when dealing with issues and resolving problems timeously where necessary and seeking the appropriate expertise when required.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Managing time effectively and prioritising workload to meet competing demands which can be particularly difficult and requires a great deal of adaptability and flexibility when called upon at short notice to cover other areas.

The post holder is required to interact both verbally and in writing with individual staff members, service users and members of the public, which at times may be challenging.

11. COMMUNICATIONS AND RELATIONSHIPS

Internal:

Communicates with a variety of individuals/professions within the organisation including e.g. staff at all levels, patients, relatives and carers both verbally and in writing.

The post holder must acknowledge the sensitive nature of the topics discussed and use skills of tact and diplomacy when deemed appropriate.

External:

Communicates with external agencies regarding orders, arranging meetings, etc.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Demands:

60% of work is computer based therefore required to sit in a restricted position when undertaking these duties.

Mental Demands:

Concentration required when copy/audio typing, filing and undertaking other administrative duties which may be subject to interruption due to competing departmental priorities which will require the post holder to change from working on one task to another.

Emotional Demands:

Occasional exposure to distressing information or emotional circumstances when undertaking role e.g. copy/audio typing.

Dealing with distressed and/or anxious patients / relatives / staff using skills of tact, diplomacy and discretion.

Actively listening to callers and dealing with issues of grievance diplomatically.

Environmental Demands:

Extended use of VDU when undertaking role e.g. copy/audio typing.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Knowledge of office procedures acquired through SVQ2 in administrative / business related subject or equivalent experience.

Organisational, oral and written communication skills.

IT skills including knowledge of word processing, spreadsheet and databases.

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: