**NHS GREATER GLASGOW AND CLYDE**

**JOB DESCRIPTION**

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| **1. JOB IDENTIFICATION****Job Title: Departmental Administrator****Responsible to: Technical Services Manager****Department: Scottish Microbiology Reference Laboratories (SMiRL), Glasgow / The West of Scotland Specialist Virology Centre (WoSSVC)****Directorate/CHCP/CHP: Diagnostics** |
| **2. JOB PURPOSE** |
| The post holder will:* Provide a full and effective comprehensive range of administrative support, including assistance with, participation and management in projects/programmes/work streams which are relevant to area of work to enable the department to fulfil its function to a high quality standard
* Have a comprehensive, specialised, factual and theoretical knowledge (non-technical/scientific and non-clinical) within the Virology/Reference Laboratories and an awareness of the boundaries of that knowledge.
* Be able to use knowledge to solve problems logically, relevant to role e.g. data anomalies / discrepancies
* Extract information from the departmental LIMS and collate summary statistical reports on a daily/weekly/monthly basis
* Assist with the production of reports, containing sensitive information, for Public Health Scotland and for laboratory and financial management of the service
* Make judgements which require analysis and interpretation e.g. provision of data for reports for meetings including Microbiology Management Meetings and Quarterly/Annual reports for NSD.
* Actively contribute to service and self-development
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| **3. ROLE OF DEPARTMENT** |
| The Scottish Microbiology Reference Laboratories, Glasgow (SMiRL, Glasgow) is provided by NHS Greater Glasgow and Clyde, and is located within Glasgow Royal Infirmary. The SMiRL, Glasgow receive samples from every diagnostic microbiology laboratory within each health board in Scotland, and also interacts with a variety of stakeholders including universities, veterinary institutes, and the water and food industriesThe laboratory provides specialist and reference testing for a range of pathogens and the diseases they cause to assist patient management, and also offers an antibiotic resistance service. Pathogens include staphylococci, enterococci, streptococci, *Clostridium difficile*, Salmonella, Shigella, legionella, haemophilus species, pneumococci, meningococci, as well as enteric, blood and ecto-parasites.The West of Scotland Specialist Virology Centre (WoSSVC) is based at Glasgow Royal Infirmary and provides virology services for the whole of Glasgow. The department acts as a referral laboratory for the West of Scotland and 20% of the workload is from outside Glasgow. The laboratory is one of only two Specialist Virology Centres in Scotland. Specialist blood-borne virus work, funded by the National Services Division, is carried out for the west and north of Scotland.The Virology Laboratory is a state of the art facility, processing around 450,000 specimens per annum and provides specialist services and are responsible for the performance of scientific procedures used for screening purposes and in the investigation and diagnosis of viral infection. A variety of the most up to date scientific methods and technologies are used to examine various sample types, including highly specialised serological and molecular techniques, such as antigen, antibody detection, Polymerase Chain Reaction (PCR) and sequencing.In addition, both Virology and SMiRL provide valuable data for surveillance purposes and during outbreak investigations to assist Public Health. The laboratories have strong collaborative links nationally and internationally making major contributions towards epidemiological intelligence, and to support important research and development projects with a focus on public health. **Hours of work**Agenda for Change terms and conditions apply and the post holder will work 37 hours at the times necessary for the provision of the service.  |
| **4. ORGANISATIONAL POSITION** |
|  Technical Services ManagerLaboratory Manager***Departmental Administrator – This Post***Quality / Trainingand H&S ManagerOperational ManagerClinical ScientistsSenior BMSSpecialist BMSHCSW |
| **5. SCOPE AND RANGE** |
| SMiRL provide a full and comprehensive Microbiology Reference Laboratory Service to clinicians and diagnostics Microbiology Laboratories in other health boards in Scotland and also partner agencies such as Public Health Scotland. WoSSVC provide a full and comprehensive Virology Service the whole of Glasgow in addition to acting as a referral laboratory for the West of Scotland. Within this “scope and range” the post holder will provide a high level of administrative support to the management/clinical team and the laboratory through a variety of financial, quality, data gathering and IT system duties including implementation and introduction i.e. Telepath, Excel etc. Provide training on Telepath, Pecos etc as required to new and existing staff.Contribute significantly to achieve the objectives of the management team through provision of a variety of administrative duties including data extraction, manipulation and provision of data for reports for meetings including Microbiology Management Meetings and Quarterly/Annual reports for NSD.Undertake compilation and analysis of relevant data/information needs.Develop and maintain various complex laboratory data spreadsheets.Work autonomously within scope of practice. |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| **6.1 Management and Administration*** Provide high level of pro-active administrative support to the laboratory and to the senior management team. This may include providing non-technical/non-clinical information to users, and providing administration support relevant to the laboratory component of reports containing data.
* Collaborate with management/senior staff within the Department to ensure effective use of systems and procedures.
* Provide support and training on administrative and IT processes and procedures, such as PECOS, Telepath etc. to other departmental staff groups i.e. HCSW’s, biomedical scientists, senior staff and managers.
* Scan and upload all quality management documents including departmental competency documents for all staff, and other departmental records requiring to be stored. Upload and update the QPulse Quality Management system
* Prepare departmental monthly and quarterly invoices for GG&C Finance for SMiRL/WoSSVC work done for other health boards
* Extract and collate reports from QPulse for Compliance meetings, Departmental Management meetings and the Annual Management Review meeting.
* Provide I.T administrative and clerical support for the I.T. Manager and assist in user acceptance testing of new systems e.g. booking in requests into the Telepath training system, recording user acceptance testing performed and organising and collating test protocols as required.
* Process all orders for the laboratory and submit for approval via PECOS. Raise purchase orders, GRN when goods received, raise non-stock orders for ad-hoc requests and investigate any disputes with suppliers.
* Responsible for the reconciliation of invoices from various external laboratories, highlighting any discrepancies and investigating as required. On reconciliation authorise payment of invoices in conjunction with the payments department. Deal with any queries that arise and problem solve any issues to ensure prompt payment.
* Organise and co-ordinate departmental meetings. Provide administrative support where required including taking and transcribing formal minutes of management and departmental meetings.
* Assist management team by contributing to the production of risk registers, operational plans within own area of work, generating minutes and communications to relevant staff, gathering data and providing to management team that may be used in the preparation of reports and statistics.
* Assist panel chair with recruitment processes and candidate selection. Shortlisting and interviewing of relevant staff including scoring and final selection using the Job Train system.
* Maintenance of SSTS when required. Record all sickness absence, extra hours and annual leave*.*
* Answer and keep record of all telephone calls into the laboratory.
* Communicate complex patient results to a range of internal and external users i.e. Consultants/Clinicians, medics, clinical scientists, GP’s and external laboratories whilst acknowledging the boundaries of the role, i.e. not providing interpretation, clinical or technical advice. Escalate any clinical/technical or interpretation advise to a senior member of the team when required.
* Act as first point of contact for all external departmental enquiries, processing them in accordance with relevant procedures.
* Input and upload patient results received from referral laboratories into Telepath for upload into Clinical Portal. Scan and manually upload to clinical portal. Ensure patient reports are submitted to service users timeously.
* Provide ongoing administration support to projects within the department, including agreeing achievable project objectives relevant to the role. This may involve planning and organising a variety of tasks, including the involvement in multiple projects and programmes of work.
* Set own achievable objectives relating to own tasks or programmes of work, and where appropriate proposing changes in working practices.
* Work autonomously within scope of practice.

**6.2. Administration support for laboratory role in research & development*** Provide all-round administrative service to the laboratory for the laboratory component of research & development
* Develop and maintain spreadsheets and databases for recording results and statistics for various epidemiological purposed within the department.
* Up to date knowledge of departmental medical terminology, relevant to reports which have a laboratory component.

**6.3 Policy and Service Development*** Support and participate in changes in service delivery within the department e.g. implementation of a new IT systems such as NPEx, LIMS etc. In collaboration with the project lead, ensure effective testing systems are in place, within the boundaries of the role.
* Participation in the implementation, validation and consistent, robust monitoring of new software systems in the department ie Trakcare, NPEx, QPulse etc.
* Provide training for users on new systems as required.
* Research areas of own workload to adopt better or improved working practices.
* Ensure personal compliance with Health and Safety regulations, NHS GGC/ Once for Scotland policies and SOP’s.
* Keep up to date with changes in legislation and organisational policies.

**6.4 Information and Data Management** Take lead responsibility for the provision of activity and financial gathers by:* Establishing systems which ensure the provision of information to support the Directorate’s Performance Management objectives.
* Collate and review activity information on a monthly basis and submit to the laboratory manager for inclusion in the appropriate Directorate Performance reports.
* Respond to information requests as they arise. This may involve gathering information from LIMS and importing into excel to present data in a format that can be manipulated as required, and passed onto the requestor for evaluation.
* Collaborate with management/senior staff regarding production of a range of reports on an ad hoc basis within agreed timescales.
* Prepare weekly data extract reports from the Laboratory Information System for work done at SMiRL/WoSSVC, as and when required.
* Prepare monthly data extract reports from the Laboratory Information System for the number of SMiRL/WoSSVC reports that have been rejected or amended for quality management purposes
* Prepare annual data extract reports from the Laboratory Information System to assist in the production of the SMiRL/ WoSSVC Annual Performance Report for submission to Public Health Scotland
* Development and Design of SMiRL/ WoSSVC website with responsibility for the maintenance and update of content as and when required using Umbraco 7 and Wordpress content management system.
* Collaborate with IT and laboratory staff to implement any IT changes associated with LIMS or middleware.
* Ensure that data storage and use comply with current legislation.
* Monitor and review financial information for the department to ensure invoices are issued appropriately to finance department for distributing to external requestors.
* Develop and maintain financial spreadsheets in Microsoft excel to capture the quarterly charges for each user. Run quarterly financial gathers for all users and export to excel, providing the management accountant and finance department statistical and billing information on a quarterly basis. This is the number of tests and cost for each user.
* Develop and maintain administrative systems and processes to effectively support the laboratory, reviewing and streamlining on a regular basis.
* Distribute and collate returns from user survey, format into easy to read table and submit results to the Quality Manager for analysis.

**6.5 Quality / Governance*** Participate in the Quality Management System by writing and reviewing standard operating procedures to meet UKAS standards.
* After management review, responsible for updating the department risk register and quality objectives on a quarterly basis and uploading to Q-Pulse.
* Participation in achieving Quality Objectives i.e. Introduction of NPEx to the laboratory.
* Responsible for carrying out audits as per the laboratory audit schedule using Q-Pulse. Highlight any findings within Q-Pulse and raise any non-conformances found.
* Gather turnaround time data for review by management team if required.
* Assist with the development and regular review of guidance, procedures and processes, relevant to role within the Department.
* Provide users with non-clinical information, guidance and advice on the laboratory service at a level consistent with the role.
* Provide support to senior laboratory staff for EQA returns. Collating EQA results from the NEQAS website, highlighting any EQA score and completing monthly EQA monitoring form.
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| **7a. EQUIPMENT AND MACHINERY** |
| The post holder will be competent in the use of and have responsibility for providing training to members of staff as required, allowing them to use the following e.g. Telepath, NPEx etc:* I.T. equipment e.g. computers and keyboards.
* Dart Scanning System.
* Telecommunication equipment e.g. telephones.
* Photocopiers.
* Printers.

 The above equipment and machinery requires a high degree of knowledge and expertise to operate and much of it requires manual dexterity skills, with a high degree of speed and precision. . |
| **7b. SYSTEMS**  |
| The post holder is required to have advanced PC skills in the following software packages and provide training to other members of staff as required:* Microsoft Word – design and produce a range of documentation / forms in a professional and legible format.
* Microsoft Excel – design and produce a range of statistical / financial reports using formulae, graphs and charts. Use Excel for analysis of survey / questionnaire results and present the information in the most appropriate format. Create and maintain databases as necessary to support provision of data.
* Microsoft PowerPoint – design and produce presentations to support the delivery of training and development when required.
* Microsoft Access – create and maintain databases.
* Telepath (LIMS) – provide training as required.
* NPEx – provide training as required.
* SSTS (NHS Payroll System)
* PECOS (NHS Procurement System) – provide training as required.
* Trakcare
* Clinical Portal – provide training as required.
* Plumtree Dart Scanning System (scanning)
* Umbraco 7 and WordPress (Website Development and Maintenance System) – provide training to all staff as required, including consultants and clinical scientists
* Q Pulse (NHS Quality Management System)
* Utilisation of current data and information systems relevant to role currently in use throughout NHS GG&C.
* Participate in the implementation of any new IT systems into the department.
* Maintaining Office Filing Systems.
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| **8. DECISIONS AND JUDGEMENTS** |
| * Demonstrate decision making abilities within job scope e.g. in relation to low value laboratory supplies, invoice troubleshooting etc.
* The post holder will prioritise their own workload to meet the needs and requirements of the service and achieve agreed timescales and deadlines. The expected results will be defined by the Laboratory Manager. The post holder will determine ways and means by which to achieve these results.
* The post holder will participate in various working groups relevant to role, to contribute towards service improvement e.g. NPEx, IT updates (Trakcare, new LIMS).
* Participate in departmental objectives relevant to role which will contribute towards the smooth running of the department.
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* There is a requirement to assess situations and identify the root cause of the problem, share information, solve problems and make decisions relevant to role.
* Performance will be assessed via the Directorate’s appraisal system and the associated personal development plan will be agreed with the Laboratory Manager on an annual basis.
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| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| * Take responsibility for the effective communication of administration processes, changes within the department.
* Establish and maintain own communication network with colleagues throughout the department.
* Develop and maintain effective communication with staff, colleagues and external contacts at all levels.
* Update and maintain a detailed knowledge of all appropriate guidance, procedures and processes that affect the department/division ensuring own compliance to all.
* Establish and maintain close working relationships with departmental Consultants and Senior Managers, and all staff within the department.
* Communicate complex patient results within scope/boundary of role to a range of internal and external users across the organisation including UK wide and international health boards.
* Respond sensitively to verbal complaints at a level relevant to role to ensure their concerns are addressed in an understanding, caring manner.
* The post holder will play a role in the communications process within the department and must demonstrate strong communication and interpersonal skills. The post holder must acknowledge confidentiality and the sensitive nature of the documents and topics discussed and use skills of tact and diplomacy.
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| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**  |
| * Required to spend extended hours (up to a full day) at the PC depending on the current workload.
* Advanced keyboard skills where speed & accuracy is vital when, for example, designing and populating databases, creating reports and running financial gathers.
* High concentration levels are frequently required when preparing financial & activity reports / training / preparing activity or billing information / transcription of minutes from the Executive Management Meeting, Annual Management Review and Monthly laboratory Meetings.
* The post holder will encounter frequent interruptions (in person or via telephone) from members of staff within the department and other internal and external departments often requiring urgent re-prioritisation of daily workload.
* Handling sensitive information (financial information / patients’ information) on a daily basis.
* Frequent exposure to clinical information can occasionally be distressing.
* Occasionally working in the laboratory
* Occasionally receive, unpack, and batch test label laboratory supplies.
* Advanced use of all Microsoft Office packages.
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| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| * Providing relevant support to the department to deliver departmental objectives, often with conflicting priorities and tight deadlines. This will involve managing own contribution to objectives where relevant.
* Identifying and solving problems as and when they arise and responding to urgent requests for advice / information / action over a wide range of topics.
* Ability to work on your own initiative to agreed timescales, prioritising workload to reflect changes in priorities.
* Ability to be flexible, responsive and adaptable as the post holder will experience frequent interruptions in their working day.
* High levels of concentration required e.g. creating management reports and financial statistics.
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| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**  |
| * The post holder would be required to be educated to HND level in Administration and IT, or equivalent knowledge, training and experience.
* Advanced Specialist knowledge in the use of all Microsoft Office packages especially Microsoft Excel, Clinical Portal, Trakcare, NPEx, Telepath, SSTS, PECOS, and Q-Pulse. There may be the option for a post-holder without the advanced knowledge to work towards this through in-house training.
* Experience of working in a complex environment, preferably within NHS.
* Highly developed organisational skills, including the ability to prioritise conflicting priorities, solve problems and work under pressure to tight timescales.
* Excellent interpersonal, leadership and negotiation skills.
* Excellent written and verbal communication skills with the ability to communicate effectively with colleagues, internal and external users at all levels.
* Ability to form good working relationships and work effectively within a multidisciplinary environment
* Ability to work proactively on own initiative, flexibly and without direct supervision.
* Experience of training staff
* Excellent I.T. skills in accessing, formatting, manipulating, storing and safely transferring large data analysis files containing patient sensitive information
* Experience of taking minutes
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| **ADDITIONAL INFORMATION FOR APPLICANTS**  |

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| Job Description AgreementJob Holder's Signature DateHead of Department Signature Date |

**PERSON SPECIFICATION FORM**

**Job Title:- Departmental Administrator**

**Department:- West of Scotland Specialist Virology Centre (WoSSVC)**

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| **Qualifications** | **Essential (√)** | **Desirable (√)** |
| HND level in Administration and I.T., or equivalent knowledge, training and experience |  **√** |  |

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| **Experience** | **Essential (√)** | **Desirable (√)** |
| Experience of working as part of a team |  **√** |  |
| Advanced Specialist knowledge in the use of all Microsoft Office packages,especially Microsoft Excel |  **√** |  |
| Advanced Specialist knowledge in the use of Clinical Portal, Trakcare, NPEx, Telepath, SSTS, PECOS, and Q-Pulse |  |  **√** |
| Experience of working in a complex environment, preferably within NHS |  |  **√** |

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| **Behavioural Competence** | **Essential (√)** | **Desirable (√)** |
| Good written and oral communication skills |  **√** |  |
| Strong interpersonal and relationship skills |  **√** |  |
| Ability to follow verbal and written instructions |  **√** |  |
| Highly developed organisational skills, including the ability to prioritise conflicting priorities, solve problems and work under pressure to tight timescales |  **√** |  |

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| **Other** | **Essential (√)** | **Desirable (√)** |
| Excellent I.T. skills in accessing, formatting, manipulating, storing and safely transferring large data analysis files containing patient sensitive information  |  **√** |  |
| Excellent written and verbal communication skills with the ability to communicate effectively with colleagues, internal and external users at all levels  |  **√** |  |