

JOB DESCRIPTION

Job Title:	Clinical Operations Administrator
Main Place of Work:	Linton House Clinic, Thirlestaine Road, Cheltenham, GL53 7AS
Responsible to:	Logistics and Operations Manager
Accountable to:	Chief Executive

Line Management

There is no line management responsibility associated with this post.

Job Purpose:

Provide operational and administrative support to the clinical operations hub and modality managers to ensure the safe, effective and efficient day to day running of the clinical services around the UK.

Maintain and monitor service delivery schedules, ensuring schedules offer the required visibility for effective resource planning. Including but not limited to, transport logistics, preventative maintenance, and fault rectification planning for clinical equipment and inventory.

Maintain and monitor workforce deployment across the clinical services, liaising with modality managers to achieve the skill mix based on service requirements.

Liaise closely with customer points of contact to support effective communications and operational planning to deliver high quality safe mobile services in the community.

Key Relationships

Cobalt staff team, mobile site staff, logistics, support engineers and external suppliers.

Key areas of responsibility will include:

Operational Duties

- Support the daily smooth running of the operations hub under the supervision of the logistics and operations manager, always maintaining close communication with managers and staff for timely response and management of tasks.
- Maintain, monitor and publish staffing rosters to ensure adequate service provision, liaising with modality line managers to maintain skill mix across the clinical services with the required visibility for effective resource planning.

- Maintain, monitor and publish efficient and cost-effective mobile fleet transportation rosters to support the delivery of the clinical diagnostic services.
- Arrange and co-ordinate site visits and assessment of community locations for suitability according to contract requirements, including completion of associated documents such as permits or licences to enable use of the locations.
- Liaison with key suppliers to plan the provision of cleaning services, security, stock deliveries and other services as may be required.
- Plan and monitor maintenance schedules for all clinical equipment, including peripheral medical equipment in accordance with manufacturers recommendations, operational policies and procedures, health and safety and compliance.
- Maintain asset inventory, monitoring lifecycle, upgrades and replacements in liaison with the logistics and operations manager.
- Develop safety documentation, systems of work and processes to meet the requirements of health and safety and risk management for mobile and relocatable units and the workforce.
- Undertake monitoring of supplies and stock checking, ordering clinical supplies and sundries using the purchasing system to maintain accurate records under the supervision of the logistics and operations manager.

Specific Duties

- At all times to maintain a positive partnership with NHS Trusts, and other stakeholders on behalf of Cobalt and ensure continuity of the clinical services, integrating Charity values.
- To support the service during external visits by Trust or industry stakeholders including CQC and QSI inspectors.
- Use of electronic systems such as operational dashboards, purchasing and asset inventories ensuring contemporaneous and accurate records.
- Assist modality managers to help drive efficiencies through better utilisation of assets and support with monitoring cost, compliance and delivery, ensuring delivery meets contractual obligations.
- Assist the management team in the planning and delivery of projects to support business growth.
- To contribute to the development and monitoring/delivery of Cobalt's carbon reduction plan
- Conduct audits of compliance and performance against departmental and corporate targets and action improvements. Plan and set standards to direct departmental goals in adherence to Cobalt and legislative quality assurance programs.
- Liaise with the Infection Control Lead to ensure adequate cleaning services, adequate supplies and protective equipment is provided on the mobile units, monitor environmental and patient equipment cleanliness checklists and produce reports.
- Assist in the collation of data and development of KPI reports.
- To maintain up to date and accurate personal CPD records.
- Support with new staff induction and safety training.

- Attend operational team meetings and huddles.

Management of Resources

- As set out above

Teamwork

This will involve:

- To work collaboratively with other departments within Cobalt
- Taking an active part in team meetings
- Champion the professional integrity of the organisation
- Adhere to corporate policy and procedure
- Advise and mentor staff members, particularly junior staff members

Confidentiality

Under no circumstances either during or after the end of your employment (however it is terminated) may you divulge to any unauthorised person confidential information relating to the Charity. This includes, but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Data Protection

If required to do so, to obtain, process and/or use information held on computer or other IT system in a fair and lawful way. To hold data only for specific registered purpose and not use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

DBS Disclosure

All appointments are subject to a satisfactory initial DBS check by the Disclosure and Baring Service and satisfactory repeat checks, carried out in line with the policy in force at the time. Failure to disclose any convictions or cautions may result in the withdrawal of the post or termination of contract.

Equality and Diversity

It is the responsibility of all employees to support the Charity's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of Equality & Diversity Strategies and Policies.

Health & Safety

In addition to any responsibilities specified within your job description above, it is your duty to:

- Take reasonable care of the health and safety of yourself and of the other people who may be affected by actions and omissions at work.
- Co-operate with the employer in ensuring that all statutory and other requirements are complied with.

Infection Control

Make themselves aware of their responsibilities for infection prevention and control. Co-operate with the employer in ensuring that all infection prevention and control policies and procedures are complied with. Conduct hand hygiene in accordance with Cobalt policy, challenging those around you who do not.

Information Governance

You should be aware of all information governance policies and procedures, in order to ensure necessary safeguards are upheld for the appropriate use of patient and personal information.

Personal Development

You are required to participate in the organisation's annual appraisal scheme. The end of year appraisal will include a personal development review where progress made over the last year is discussed and agreed. Focus on the following year's departmental and personal objectives will be identified, discussed and agreed.

You are expected to maintain competency, learning new techniques and technology as required and retain records of continuing professional development (CPD) to ensure continuity of membership to your professional organisation.

All staff are encouraged to participate in training/activities that will help develop their wider skills and assist them in managing their personal welfare and be attentive to the welfare of colleagues.

Completion of Cobalt Health's mandatory training programme.

The Environment and EMS

Cobalt is committed to protecting the local and global environment and supporting the development of the concept of sustainable healthcare. To help achieve these aims Cobalt has developed an Environmental Management System (EMS) to proactively manage the charity's impact on the environment, and you have a crucial role to play within in this. In addition to attending training and any responsibilities specified within your job description above, you are required to familiarise yourself with Cobalt's EMS and policies, to understand and contribute to the achievement of Cobalt's environmental objectives and targets, and to provide feedback through line management or CSR Champions.

This is an outline of the post-holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Charity.

This post is subject to the terms and conditions of employment of Cobalt Health.

Person Specification

Qualifications and Training	Essential	Desirable
Educated to minimum GCSE level C (Grade 4) or equivalent including English language and Mathematics	✓	
European Computer Driving Licence (ECDL) or equivalent computer literacy	✓	
NVQ Level 3 Business Administration or relevant experience	✓	

Knowledge and experience	Essential	Desirable
Demonstrable experience of office administration at senior level	✓	
Experience of working in a healthcare environment in an administrative capacity	✓	
Co-ordinating meetings, reports and spreadsheets, data entry using online systems, including patient administration systems.	✓	
Management of transportation and logistics services		✓
Workforce management and deployment using rostering software		✓
An understanding and application of health and safety regulations and infection control policy relating to a healthcare environment	✓	
Experience at multi-tasking and prioritising work in a fast-paced environment	✓	

Skills and abilities	Essential	Desirable
Strong customer service skills	✓	
Confidentiality, discretion and trustworthiness	✓	
Ability to work on your own initiative and be responsible for your own actions or decisions	✓	
Work well with other members of the team including communicating effectively, being kind and considerate, reliable and enthusiastic	✓	
Excellent listening skills	✓	
Confident communicator at all levels	✓	
Ability to communicate clearly both in verbal and written communications	✓	
Help others in the team achieve their objectives and deliver safe, effective care	✓	
A high level of IT competency and the ability to gather data, compile complex information and prepare reports	✓	
Able to plan and prioritise workload	✓	
Organised, methodical, critical attention to detail and accuracy	✓	

Personal attributes	Essential	Desirable
Well organised with excellent interpersonal and communication and literacy skills	✓	
Ability to work to a deadline and to prioritise workload	✓	
Flexible and adaptable to change	✓	
Motivated and ability to work unsupervised	✓	
Understands the value of team working	✓	
Caring for the people who use our services, their families and carers, and other staff.	✓	
Courteous and friendly	✓	
Calm under pressure in a busy environment	✓	
Respectful of others and genuinely treating them how you would want to be treated	✓	
Confident contributor to new ideas to benefit patients, staff and department working practices	✓	
Committed to the values and strategy of the company and department	✓	
Motivated commitment to continuing professional development and self-improvement	✓	