NHS Borders

1. JOB DETAILS

Job Title: Rapid Cancer Diagnostic Service Administrator

Responsible to: Cancer Transformation Manager

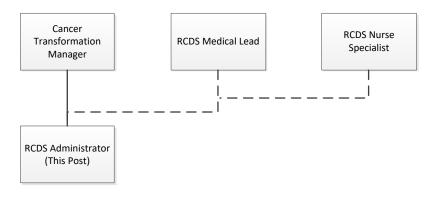**Department & Base:** Borders Macmillan Centre, Borders General Hospital

Date this JD written/updated: October 2022

JD Reference Number: 7109

2. JOB PURPOSE

To provide specialist project and administrative support to the Rapid Cancer Diagnostic Service (RCDS) in delivering a wide range of Project Management and business support services. This includes supporting the clinical team in the development and delivery of the service from initiation to full operational status, ensuring achievement of agreed benefits within agreed timescales and budgets set by the business/project sponsor.

3. ORGANISATIONAL POSITION

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│    Cancer    │      │     RCDS     │      │  RCDS Nurse  │
│Transformation│      │ Medical Lead │      │  Specialist  │
│   Manager    │      │              │      │              │
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│     RCDS    │
│Administrator│
│ (This Post) │
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4. SCOPE AND RANGE

The post holder will provide support and information to a multi-disciplinary team from including Medical Lead, Clinical Nurse Specialists, MacMillan Cancer Information Support Services and primary and community services, involved in the planning, specification and delivery of cancer services

Project Office Support will be responsible for the administration and technical support in the planning and monitoring of the progress of individual projects.

5. MAIN DUTIES/RESPONSIBILITIES

Delegated Authority
- Project Office Support may be given delegated authority during the absence of other team members to manage specified aspects of work.

Document Management
- Maintain project files in an organised manner (paper & electronic) to support audit of schemes.
- Ensure the appropriate programme and project documentation is produced, recorded and controlled.
- Update and maintain all forms of programme office related data, presentations and documentation.

Reporting
- Consolidation of monthly project status reports, obtaining data from project managers into a single programme report
- Preparation of management reports and presentations for senior management both within NHS Borders, regionally and as required by Macmillan Cancer Support
- Maintain project expenditure reconciliations and budget forecasts in conjunction with specific pieces of work
- Consolidate and submit progress reports as required for operational and project work .

Issues and Risks/Actions Log Management
- Consolidation of projects issue and risk log
- Maintain consolidated issue and risk and action logs, ensuring logs containing meaningful information and valid dates are in place.
- Ensure that mitigating actions have been assigned to each risk/issue or action and are carried out within the documented timescales.
- Provide the Nurse Consultant Lead with regular updates on key risks and issues.

Administrative Support
- Create and update project templates and spreadsheets.
- Assist with the production of programme and project presentations.
- Recording of sick leave & absence in line with organisational policies
- Provide effective diary management
- Operate as point of contact, taking detailed telephone messages and passing to appropriate team member.
- Provides comprehensive and fully confidential PA and secretarial support to Medical Lead and Nurse Specialist, and administrative and secretarial support to wider Project Teams.
- Provide Administrative and Project support to the Cancer Transformation Manager
- Check mail (paper and electronic) on a daily basis and escalate any appropriate actions to the relevant member of staff.
- Creation & maintenance of user accounts or other configuration tasks on a variety of applications supported by the team during implementation.
- Co-ordination of events such as – Conferences, Meetings, Away Days, Training and Awareness sessions and stakeholder information sessions.
- To provide cross-cover, support and back up to other managers within a shared team base (location) as necessary.

Communication
- Maintenance of information on web sites.
- Communicate effectively with a wide variety of teams across organisational boundaries to obtain information.
- Communication and liaison with primary and secondary care services, local authorities, Macmillan Cancer Support, SCAN and patient representatives

Stock Control
Ordering stationary items and maintain stock levels of consumables required by the Project Team.

6. SYSTEMS AND EQUIPMENT

Use of the Service Change Office framework and shared electronic storage area: maintaining project status within the shared area to ensure a knowledge database of project information is developed and maintained. This way of working is incorporated into every aspect of daily tasks.

Maintain departmental information using all Microsoft Office systems including Microsoft Word, Excel, Outlook, Publisher, Visio, Teams & PowerPoint and Project Management tools including Microsoft Project. Most of these packages are used on a daily basis; the project management tools are more complex and require a greater level of skill to use than the standard Microsoft Office applications.

A comprehensive working knowledge of the internet for research, education and obtaining information.
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Daily filing and management of paper records.

Daily use of PC, laptop, webcam, printer, photocopier, fax machine and projector, with frequent use of laminator, thermal binder and scanning software.

7. DECISIONS AND JUDGEMENTS

- Objectives are set by the project team however the post holder is expected to work autonomously within any project framework aims and objective.
- Must be able to anticipate the needs of the project team and prioritise their schedules to meet these needs.
- The post holder is responsible for making decisions on whether the information received from various reporting sources is up to date and valid ensuring that any issues associated with the data are addressed prior to utilising and publicly releasing the information.
- Make decisions regarding the presentation of information to various audiences e.g. Senior Management, other NHS Borders Groups / Boards, SCAN, SBC, ensuring the information is accurate and tailored appropriately for each audience.
- Ensures that the programmes of work and project issues, risks and actions are dealt with appropriately by relevant owners, chasing up owners as and when required. Escalate issues associated with issues, risks and action log management to the relevant personnel
- Ensures that any programme of works and project plans are up to date and that they validate progress information with relevant personnel.
- Exercises own judgement when prioritising demanding daily workload.
- Works with minimal supervision.
- The post holder uses his/her own initiative.

8. COMMUNICATIONS AND RELATIONSHIPS

- The role requires excellent communication and facilitation skills as regular contact and discussions are required at all levels across NHS Borders and SBC. The Project Office Support needs to take in to account the role, skills and competence of individuals during these discussions.
- Communicate with a wide variety of team members and receive information (Daily face-to-face contact).
- Regular contact with other NHS and SBC colleagues (e-mail, telephone and face-to-face).
- Regular contact with Consultant Medical staff, General Practitioners, Community Nursing Teams and Administrative staff for general enquiries and meeting organisation.
- Occasional contact with NHS employees in other , Health Boards, SCAN and , Project staff in other areas (e-mail, telephone and face-to-face).
- Occasional contact with patients and patient bodies such as health councils and voluntary organisations such as MacMillan Cancer Support
- The post holder must demonstrate the ability to function competently as a member of the multi-disciplinary team and understand and acknowledge the role and function of other members of the team. Included in this are colleagues from other services within a shared team base.
- On occasion, the post holder will be required to communicate with patients and/or relatives who are affected by Cancer relating to project data collection, taking messages for the clinical team or steering visitors to the Borders Macmillan Centre in the right direction.

9. PHYSICAL DEMANDS OF THE JOB

- The post holder will normally use a laptop in their day to day work. It is recognised that in terms of ergonomics, using a laptop is more inconvenient than a desktop as it does not lend itself to long periods of work due to required seating position. Smaller screen size, keyboard etc.
- Frequent requirement for sitting / inputting at keyboard for substantial amount of time during the working day.
- Light to moderate: includes moving light equipment, e.g., briefcases/lap-tops and projectors for presentations.
- Occasional requirement to drive to other locations.
- Home working may be required, dependent on current NHS Scotland policy.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Managing the expectations and requirements of a complex projects to ensure that individual and organisational goals are met.
- Reacting positively and effectively to unexpected and unplanned changes, initiatives and priorities to ensure that business and organisational goals are met.
- Ensuring that reporting information is valid, accurate and timely.

This job description is not definitive and may be subject to
future amendments following negotiation and consultation.

<u>PERSON SPECIFICATION</u>

For the post of (insert job title here)

This section is intended to identify the training, qualifications and/or experience required for acceptable performance in the job. Ideally, there should be no more than 10 'essentials' and 5 'desirables'.

These includes theoretical and practical knowledge; professional; specialist or technical knowledge; and knowledge of the policies, practices and procedures associated with the job. It takes account of the educational level normally expected as well as equivalent levels of knowledge gained without undertaking formal courses of study; and the practical experience required to fulfil the job responsibilities satisfactorily.

It is important to avoid using generalised statements such as "requires extensive experience". Rather, such statements should specify the knowledge gained during this experience that is necessary for the role.

Below are the essential knowledge, training (including qualifications) and experience required to do this job.

ESSENTIAL

1. Educated to diploma level or equivalent experience.

2. Experienced in data collection, analysis, reporting and presenting.

3. Experience of producing and presenting departmental/audit reports.

4. Excellent communication and persuasion skills.

5. Must be able to work across professional boundaries

6. Must be able to work independently and as an effective team member

7. Ability to prioritise, plan and manage own workload

8. Experience of Microsoft Office and Calendar management

9. Standard keyboard skills

10. Facilitator of meetings including relevant paperwork and minute taking.

DESIRABLE

1 Understanding of cancer diagnostic and treatment pathways

2 Understanding of project management methodology

3 Educated to degree level in relevant subject.