

Job Description

Position:	Clinical Administration & Operational Lead
Faculty/School/Service:	Faculty of Health and Wellbeing
Reference:	HWB-005/P
Grade:	6
Status:	Fixed term – 2 years
Hours:	Full-time 36.25 hours per week (some evenings and weekend working may be required.)
Responsible to:	Dean of Faculty

Main Function of the Post:

- Lead on business administration and operational matters across dedicated Clinics as required by Dean of Faculty
- Provide high quality administrative and operations support for the Clinic and associated facilities, ensuring they operate efficiently and effectively
- Contribute to a range of activities and events to maximise the utilisation of resources, income, and added value to support the continuous growth of the Clinic and associate facilities
- Liaison with external companies and clients, including partnership organisations and placements providers
- Identify, develop and convert income generation opportunities as appropriate

Principal Duties and Responsibilities:

1. Responsible for the operational and business administration of dedicated clinics in adherence with relevant legislation, and procedures in a clinical environment.
2. Support and advance quality systems to ensure all work is of the highest standard and accurate
3. Contribute to the implementation of relevant systems development in liaison with professional colleagues, the Academic Support Office, Faculty Senior Management Team, and other University services as required
4. Manage all the bookings for the relevant Clinic and associated facilities including online/remote appointments.
5. Maintain accurate and confidential records
6. Responsible for stocktaking, replenishing and managing stocks as appropriate ensuring accurate record keeping of equipment, resources and costings.

7. Responsible for the management of the day-to-day income and expenditure for the relevant Clinics and associated facilities.
8. Monitor the performance against the annual budget and to be actively involved in the achievement of performance targets.
9. Compile reports for the Dean of Faculty, Senior Management Team and other University services to inform them of progress against the key performance indicators (KPIs)
10. Develop, contribute to and maintain accurate and secure records and ensure compliance with regulatory requirements.
11. Responsible for the currency of records and documents as appropriate for use by staff, students and commercial partners.
12. To identify and develop as appropriate income generation opportunities
13. Build and develop partnership arrangements with dedicated internal and external stakeholders.
14. Effectively liaise with internal/external schools/departments, and partner groups contributing to the effective operation of administrative functions to support the Clinic and the wider Faculty and University.
15. Support dedicated course and Faculty events as appropriate (e.g. recruitment, Open Days, events.)
16. Responsible for ensuring appropriate access and use of dedicated clinic facilities, permitting access to those who are booked in and ensuring that they comply with safe working practices at all times (e.g. staff, students, clients, etc.)
17. Responsible for ensuring adherence of safe working practises in dedicated clinics including risk assessments and generic health and safety requirements including the use of appropriate Personal Protective Equipment (PPE)
18. Undertake risk assessments and safety audits in accordance with the Health and Safety policies
19. Attendance at relevant Faculty committees and forums
20. Responsible for dedicated projects and initiatives as directed by the Dean.
21. Maintain personal and professional development and participate in staff development activities as required
22. Ensure and maintain integrity and confidentiality of data and associated data protection and patent practices in line with statutory and corporate requirements
23. Ensure a safe working environment and abide by the University's health and safety policies and practices

Note:

This is a description of the role requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the role requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the role-holder.

Person Specification

Position: Clinical Administration & Operational Lead		Reference: HWB-005/P	
School/Service: Faculty of Health and Wellbeing		Priority (1/2)	Method of Assessment
Criteria			
1 Qualifications			
1 a)	Good Honours or post graduate degree relevant to the discipline.	1	Application Form/Documentation
1 b)	GCSE in English and Mathematics – minimum grade C, or equivalent standard of education.	1	Application Form/Documentation
1 c)	Health and Safety qualification/experience or willingness to develop	1	Application Form/Documentation
1 d)	Relevant professional qualification/experience	2	Application Form/Documentation
2 Skills / Knowledge			
2 a)	Credible knowledge and competency in the use of Information Technology, (e.g. Word, Excel, PowerPoint, databases etc.).	1	Application /Interview/
2 b)	Knowledge and understanding of clinical environments and different stakeholder needs	1	Application /Interview Assessment
2 c)	Able to operate systems and develop processes for keeping clear and concise records and present data in a clear and accurate	1	Application /Interview
2 d)	Good written and verbal communication skills.	1	Application /Interview Assessment
2 e)	Credible knowledge and understanding of financial procedures and budgets and their application within statutory and corporate requirements.	1	Application /Interview
2 f)	Excellent organisation and time management skills.	1	Application /Interview
2 g)	Able to work efficiently and effectively in a fast-paced changing environment with competing deadlines	1	Application /Interview
2 h)	Able to work flexibly and contribute to implementing systems, processes, or procedural developments to adapt to the changing needs of the business environment.	1	Application /Interview
2 i)	Knowledge and understanding of general health and safety requirements	1	Application /Interview
2 k)	Ability to take ownership of tasks and work without close supervision.	1	Application /Interview
3 Experience			
3 a)	Proven success of developing business relationships with internal and external stakeholders and businesses	1	Application /Interview
3 b)	Experience of clinic management within an NHS/Healthcare environment	1	Application /Interview
3 c)	Experience of dealing with a wide range of people and delivering an excellent customer service.	1	Application /Interview
3 d)	Successful experience of working to achieve targets and measuring impact	1	Application /Interview
4 Personal Qualities			

4 a)	Awareness of the requirements associated with operating within a customer service environment.	1	Interview
4 b)	Commitment to continuous improvement and creative ways of working.	1	Interview
4 c)	Proactive, innovative, and adaptable to meet the challenges of the role.	1	Interview
4 d)	Display commitment to service excellence and dealing with people in a customer care environment.	1	Interview
4 e)	Able to work as part of a multi-faceted operational team in a challenging environment.	1	Interview
4 f)	Able to handle confidential information with discretion and integrity.	1	Interview
4 g)	Able and willing to adapt to changing demands, procedures and routines	1	Interview
4 h)	Good interpersonal skills and the ability to work as part of a diverse team	1	Interview
5	Other		
5 a)	Available to work flexibly and remotely including evenings and weekend	1	Interview
5 b)	Adherence to the University's commitment to equal opportunities in a diverse culture.	1	Interview
5 c)	Able to undertake staff development, which may take place outside the University.	1	Interview
5 d)	Awareness of the principles of the Data Protection Act, Health and Safety, Prevent, Freedom of Information Act, UKVI and Bribery Act.	1	Interview
5 e)	Able to travel as appropriate and work as required at different University sites.	1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current.
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required.