**Title:** Clerical Officer

**Band:** Band 2

**Staff Group:** Admin and Clerical

**Reports to:** Admin Manager

**Job Summary:**

Deliver a first-class service within our Haematology Oncology department. To be able to demonstrate administration support across the department including Oncology Secretarial support, Chemotherapy admin support and to be able to operate a complex reception desk in a busy Haematology Oncology outpatient setting where the service requires.

Receiving at times 200 outpatient referrals weekly and over 400 patients who are booking in for Radiotherapy, Chemotherapy treatments, and outpatient appointments daily.

Excellent communication skills, a flexible approach, ability to meet tight deadlines and interact with a wide variety of patients and staff within the Trust is vital to this position.

Working together and being part of a dedicated team is essential as ensuring the patient experience is paramount.

This post is demanding, challenging, and extremely rewarding and includes working on a rota system rotating between different areas to ensure both a variety of daily tasks for staff and to ensure staff are trained and able to work in all areas of our department.

Staff must be able to work between the hours of 08:00am and 17:00pm

**Key Responsibilities:**

* Deal with all queries and direct or escalate as appropriate.
* Distribute post to correct recipients.
* Book follow up appointments via the Plexus system.
* Ensure all Translator bookings are complete and booked where necessary/required.
* Answer the telephone and book appointments as required.
* Uploading referrals onto the PAS system
* Admin stock check and ordering on SBS system.
* Ensure information for next available OPA appointments by tumour site is available to relevant managers.
* Ensure the needs of the service are always met.
* General Admin duties

**Organisational Chart**

Care Group Manager

(Network Services)

Admin Manager (Oncology)

Clerical Officer

**(this post)**

Business Manager (Network Services)

Haematology Secretaries

Oncology Secretaries

**Person Specification**

**Qualifications**

* Educated – GSCE / ‘O’ Level Standard or equivalent (including English and Mathematics)

**Skills and Knowledge**

**Essential**

* Knowledge of Office Procedures
* Strong customer service skills
* Ability to achieve high levels of accuracy ensuring deadlines are met.
* Excellent communication, interpersonal and organisational skills.
* Able to deal/liaise with staff at all levels.
* Able to prioritise and plan workload.
* Confidentiality and discretion.
* Able to work independently and recognise the importance of teamwork.

**Desirable**

* Knowledge of ARIA Chemotherapy although training will be provided.
* Experience of working in a healthcare office environment
* Access to PAS, EPRO, Minestrone

**Personal qualities**

* A willingness to be flexible.
* Ability to juggle many priorities at one time whilst always remaining calm and professional at all times.
* Self-motivated
* Empathy towards patients.

**Working Together for Patients with Compassion as One Team Always Improving**

**Strategic approach** (clarity on objectives, clear on expectations)

**Relationship building** (communicate effectively, be open and willing to help, courtesy, nurtures partnerships)

**Personal credibility** (visibility, approachable, back bone, courage, resilience, confidence, role model, challenge bad behaviour, manage poor performance, act with honesty and integrity)

**Passion to succeed** (patient centred, positive attitude, take action, take pride, take responsibility, aspire for excellence)

**Harness performance through teams** (champion positive change, develop staff, create a culture without fear of retribution, actively listen and value contribution, feedback and empower staff, respect diversity)

Job holders are required to always act in such a way that the health and well-being of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition, all staff are expected to complete essential/mandatory training in this area.

**Print Name:**

**Date:**

**Signature:**

