



**Solihull  
Healthcare  
Partnership**

<b>Document ID:</b>	TBC
<b>Issue Date:</b>	October 2022
<b>Revision:</b>	
<b>Approved by:</b>	HR

**Job Description & Person Specification**

<b>Job Title:</b>	<b>Team Leader – Workflow Administration</b>
<b>Reporting To:</b>	<b>Informatics Manager</b>
<b>Direct Reports:</b>	<b>Workflow Administrators</b>

**1. Job Role / Purpose:**

To be responsible for leading, motivating and supporting the workflow administration team to achieve their day-to-day activities, and to carry out the workflow tasks.

To act as a point of liaison for operational tasks and ensure all systems and processes operate efficiently and in a timely manner, through a process of continuous improvement and liaising with Informatics Manager.

To ensure performance is monitored and KPI's collated and reported on.

To positively contribute to the Time to Change NHS programme and through upskilling and mentorship, reduce the administrative GP burden by 80%

**2. Key Duties & Responsibilities:**

- Responsible for day to day organisational and administrative practices within the team.
- To provide management support for the workflow administration team ensuring practice protocols are consistent and to a high standard monitor and improve quality standards of workflow administration services, with links to the wider service.
- Ensuring work flow main duties by the team are carried out to include the processing of practice correspondence (paper, electronic, email) attaching it to the patient record.
- Read code accurately diagnosis, procedures and investigations, identifying and carrying out actions or passing actions to the relevant team member e.g. contacting patients to make appointments or completing referrals.
- Ensure the identification of the complex or higher risk areas that require input or knowledge from the healthcare professional team, including Safeguarding issues, working to the agreed practice protocols.
- To monitor performance and quality management and collate, analyse, interpret and communicate departmental key performance indicators (KPIs)
- To act as the main point of contact in highlighting and resolving problems and making judgements on staffing, workload and administrative process issues as appropriate.
- To assist in the recruitment process as directed by the Informatics Manager.
- To induct and train new members of the department and monitor progress



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- To monitor progress and performance of the team and facilitate in quarterly reviews ensuring the team and wellbeing are maintained
- To monitor and report on sickness absence
- Conduct and document return to work interviews highlighting and progressing the appropriate next stage as and when necessary.
- Coordinate leave for the team ensuring appropriate cover is available.
- To provide support to the Informatics Manager where required
- Act as a Deputy if required (dealing with enquiries in the absence of the Informatics Manager to ensure continuity of service is maintained).
- To represent the team at meetings and groups as delegated by the Informatics Manager.
- To participate in projects, training etc. as directed by the Informatics Manager
- To maintain confidentiality at all times

### **3. Other Responsibilities**

#### **Health and Safety**

- To comply with the Health and Safety at Work etc. Act 1974.
- To take responsibility for their own health and safety and that of other persons who may be affected by their own acts or omissions.

#### **Equality and Diversity**

- To carry out at all times their responsibilities in line with Equal Opportunities Policy and Procedure.

#### **Risk Management and Clinical Governance**

- To work within the Clinical Governance Framework of the practice, incorporating Risk Management and all other quality initiatives and all aspects of CQC implementation.

#### **Confidentiality**

- To maintain confidentiality of information relating to patients, clients, staff and other users of the services in accordance with the General Data Protection Regulations 2018 including outside of the work environment. Any breach of confidentiality may render an individual liable for dismissal and/or prosecution.

#### **Safeguarding**

- Whilst in post, staff are expected to acquire and update their knowledge on safeguarding as per the intercollegiate document requirements and SHP policies.

#### **Professional development**



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- The post holder will participate in any training programme implemented by the practice as part of this employment
- To participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development

**General**

- To undertake any other duties commensurate with the role, within the bounds of their own competence as guided by the attached management framework.
- To work across the various SHP sites as required.
- In light of national policy and due to the needs of the business it may be necessary for the Partnership to alter the opening hours of the surgeries. This could incorporate different opening hours and weekend working which may affect when you are required to work. The post holder is expected to be flexible and accommodating, following consultation, in terms of any changes to operating times in the future.


**SHP Vision Statement:** To be the most respected Primary Care provider in the Birmingham and Solihull Region.

**Mission Statement:**

**Sustainable Primary Care services that meet the needs of our patients and commissioners.**

**Have a united, strong and financially viable organisation.**

**Practice of choice for our patients and the employer of choice for our people.**

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### PERSON SPECIFICATION

	<b>Essential /Desirable</b>	<b>Shortlisting</b>
<b>Qualifications</b>		
Good secondary education	E	
NVQ 3 Business Administration or equivalent	D	
<b>Experience</b>		
Line management experience	E	
Working in an office environment and previous administration experience	E	
Planning and prioritising own work and that of others	E	
Able to work independently and as part of a team and instigate and keep to deadlines	E	
Willingness to embrace new ways of working	E	
<b>Skills/Knowledge</b>		
Strong, effective verbal and written communication skills	E	
Exceptional organisational skills	E	
Good time management	E	
Good influencing and negotiation skills	E	
Maintains confidentiality	E	
Personable and able to manage communication at all levels	E	
Ability to problem solve whilst working under pressure and to tight timescales	E	
Evidence of good assessment and decision-making skills	E	
Awareness and commitment to follow information governance policies and procedures	E	
<b>Other</b>		
Flexibility to meet the needs of the business	E	I
Able to travel to all SHP sites	E	I
DBS required	E	-