



## **1. JOB DESCRIPTION**

Job Title: Field Team Administrator

Hours of Work: 20 hours (Monday-Friday 9-5 with flexibility to work out of hours)

Responsible To: Field Team Manager

Responsible For: Nil

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## **2. JOB SUMMARY**

This role involves supporting the Field Team Manager, Assistant Field Team Manager and Medicines Management Lead with a range of administrative and support tasks to ensure the efficient and smooth running of the field operations.

The post holder will be required to have a flexible outlook with their workload in order to manage fluctuations and operational need.

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## **3. KEY TASKS AND RESPONSIBILITIES**

1. To monitor on a daily basis shift log entries and shift log reports in conjunction with the Primary Care Centre Technicians and ensure all tasks are completed.
2. To assist with any pre-bank holiday operational checks are carried out and all relevant equipment is operational and in place.
3. To attend weekly meetings with Field Team Manager, Assistant Field Team Manager, Primary Care Centre Technicians and Medicines Management Lead to assess workload and responsibilities for the week.

4. To co-ordinate management of the fleet, ensuring vehicles are serviced and MOT'd as required, that repairs are actioned promptly and that there is always a car where one is needed.
5. To develop and maintain relationships with our Fleet providers and servicers.
6. To monitor weekly tyre depths, including being responsible for checking the Longbow based cars and updating and flagging any issues as required.
7. To manage the incident reporting within the field and ensure all follow up happens and is logged.
8. To be responsible for the logging, distribution and security of fuel cards.
9. To work in conjunction with HR to ensure all driving assessments are arranged and logged.
10. To generate audit profiles from all audits carried out by both Medicines Management Lead and Field Team Manager.
11. To order and distribute uniform as required for field staff.
12. To support Field Team Manager, Assistant Field Team Manager and the rota team in ensuring that all shifts are filled, including liaising with Primary Care Centre Assistants where necessary.
13. To assist Field Team Manager, Assistant Field Team Manager and Medicines Management Lead in maintaining a log for 121 and appraisals.
14. To assist Field Team Manager in reviewing field protocols and training documentation.
15. To assist the Field Team Manager and the Assistant Field Team Manager in training new non clinical Field teams.
16. To be responsible for ensuring all field staff are compliant in with their statutory and mandatory training requirements.
17. To take minutes at meetings and distribute.
18. To assist the Field Team Manager in implementing any project that has an impact on Field Operations.

19. To assist the Field Team Manager and the Assistant Field Team Manager in the recruitment of drivers.
20. Any other duties as may reasonably be required to support the Field Team.

The following details are generic to all Shropdoc employees:

#### **4. PROBATIONARY PERIOD**

This post is subject to the requirements of a six month probationary period for new staff only.

#### **5. STANDARDS OF BUSINESS CONDUCT**

The post holder will be required to comply with Shropdoc Policies and Procedures and, at all times, deal honestly with Shropdoc, with colleagues and all those who have dealings with Shropdoc including patients, relatives and suppliers.

All Shropdoc staff may be involved directly or indirectly with people who are receiving a health service. Therefore, Shropdoc is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.

#### **6. PROFESSIONAL REGISTRATION**

- i. If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for Nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.
- ii. You are required to advise Shropdoc if your professional body in any way limits or changes the terms of your registration.
- iii. Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action which may result in the termination of your employment.
- iv. If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore throughout your employment with Shropdoc, you are required on

demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

## **7. CONFIDENTIALITY and INFORMATION GOVERNANCE**

All staff may have access to confidential information about patients, staff or any Shropdoc or Health Service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under statutory legislation (Data Protection Act) and Shropdoc's Disciplinary Procedure.

All staff must act within legislation, policies and procedures relating to information governance

## **8. DATA PROTECTION AND THE DATA PROTECTION ACT 1998**

If you have contact with computerised data systems you are required to obtain, process and/or use information held on a computer or word processor in a fair and lawful way. To hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

All staff who contribute to patients' health records are expected to be familiar with, and adhere to, Shropdoc's Records Management Procedure. Staff should be aware that patients' records throughout Shropdoc will be subject to regular audit.

## **9. HEALTH AND SAFETY**

All staff must act within legislation, policies and procedures relating to Health and Safety

All staff must attend statutory/mandatory training as instructed

All staff must be familiar with Shropdoc's Health and Safety Policy, including a thorough understanding of personal responsibilities for maintaining own and the health and safety of others.

## **10. RISK MANAGEMENT**

All Shropdoc employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and

safety regulations. Staff are responsible for reporting incidents, handling patient feedback and complaints appropriately, being aware of the risk management strategy and emergency procedures, and attendance at any relevant training as required.

The post holder will ensure compliance with Shropdoc's risk management policies and procedures. These describe Shropdoc's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm and stress and that all staff have a responsibility to minimise risk.

## **11. INFECTION CONTROL**

All staff are required to be familiar with Shropdoc's infection control policies and procedures and national guidance in relation to infection control. All staff whose normal duties are directly or indirectly concerned with patient care must ensure that they complete mandatory infection control training and are compliant with all measures known to be effective in reducing Healthcare Associated Infections.

## **12. SAFEGUARDING**

Shropdoc is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities and to raise any concerns as appropriate. An overview of Safeguarding is covered during induction and staff will be required to attend additional training regarding safeguarding relevant to their position and role.

## **13. EQUALITY, DIVERSITY AND HUMAN RIGHTS**

The post holder will treat all colleagues, service users and members of the public with respect and dignity regardless of their gender, age, race, religious beliefs, religion, nationality, ethnic origin, social background, sexual orientation, marital status, disability, criminal background and Trade Union status. Shropdoc has a policy on Equality and Diversity and it is the responsibility of all staff to ensure that it is implemented and contribute to its success.

## **14. HARASSMENT AND BULLYING**

Shropdoc condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff are requested to report any form of harassment and bullying to their line manager or to the Personnel Manager or any other Manager within Shropdoc.

## **15. QUALITY**

It is the responsibility of all staff to adhere to company procedures as defined in the Quality Manual, ensuring high quality in patient care at all times. Shropdoc conducts its patient care and related services:

- Through a commitment to good patient care and to the quality of its clinical practices
- By ensuring that all patient care and related services are conducted according to established protocols and specified requirements;
- By requiring all personnel to be familiar with and trained in the quality policy, the quality management system and related documentation, practices and administration
- Through commitment to provide patients, Member GPs and associated LHBs and PCTs at all times with a service that confirms to Shropdoc's quality management system.

**16. TRAINING**

All staff must attend statutory /mandatory training as instructed.

**17. NO SMOKING POLICY**

There is a smoke free policy in operation in Shropdoc. In accordance with this policy smoking is discouraged and is not permitted anywhere within the buildings or within 15 metres of Shropdoc main buildings.

**18. REVIEW OF THIS JOB DESCRIPTION**

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. The Job Description will be reviewed at least annually in conjunction with the post holder. Any changes will be made in discussion with the post holder according to service needs.

**19. JOB DESCRIPTION AGREEMENT**

Post Holder's Name: .....

Post Holder's Signature: ..... Date: .....

Line Manager's Name: .....

Line Manager's Signature: ..... Date: .....



**PERSON SPECIFICATION  
FIELD TEAM ADMINISTRATOR (Temporary)**

**(Supporting our Policy on Equal Opportunities in Employment)**

Shropshire Doctors Co-Operative has declared its commitment to equality of opportunity in employment and set standards which enhance individual rights protected at law. These are set out in the written Policy document which is freely available to applicants for employment and to existing staff.

**The under mentioned are the job-related requirements for this post**

<b>Requirement</b>	<b>Essential</b>	<b>Desirable</b>	<b>Evidenced by</b>
<b>Education and qualifications</b>	Good standard of Education (e.g. 5 GCSE's or equivalent including Maths and English)  Full Driving Licence  ECDL or equivalent experience		Application form  Interview
<b>Experience</b>	Experience of producing letters and documentation  Experience of maintaining comprehensive records  Experience developing spreadsheets and databases	Previous training /coaching experience  Staff Management experience	Application form  Interview
<b>Skills/Abilities</b>	Ability to communicate effectively with internal and external contacts at all levels Ability to deal sensitively with confidential information with complete discretion and integrity Clerical and administrative skills  Ability to work to deadlines and within defined quality standards		Application form  Interview
<b>Knowledge</b>	Working knowledge of Microsoft Office and other general IT systems and applications		Application form

	<p>including spreadsheets, word-processing and databases</p> <p>Knowledge of general office practices and procedures</p>		Interview
<b>Other attributes</b>	<p>Confident</p> <p>Good telephone manner</p> <p>Ability to build good relationships</p> <p>Hard working, reliable and resourceful</p> <p>Good sense of humour</p> <p>Enthusiastic and self-motivated</p> <p>Able to think laterally</p> <p>Motivated and able to work under own initiative</p>		<p>Application form</p> <p>Interview</p>
<b>Other general requirements</b>	<p>Able to work as part of a team</p> <p>Able to meet the travel needs of the post</p> <p>Able to work out of hours on occasions</p> <p>Maintaining a professional image at all times</p>		<p>Application form</p> <p>Interview</p>

