# Job Profile

**Title:** Prehab4Cancer Administrator

**Salary / Grade SCL Grade 3 SCP 5-8 £19,312 - £20,493**

**Reporting to**: Prehab4Cancer Programme Manager

**Employer / Host** Salford Community Leisure

**Key Duties:**

1. Provide effective and efficient day-to-day administration, assisting the business in delivering a quality service, by providing Admin support for the Prehab4Cancer programme
2. To assist in the monitoring of an effective Prehab4Cancer programme in response to local need and compliant with regional and national best practice and guidelines
3. Work with the Programme Manager to ensure there is a simple, practical and workable referral process into the programme, and to manage waiting lists for services effectively
4. To act as a strong role model and source of knowledge and support to team members, partners and SCL colleagues with regards to the Prehab4Cancer programme
5. Receive and process referrals forms into the programme from a variety of sources and contact referring agents with any queries where necessary; and add data to the database management system. Keep all other necessary records using suitable filing systems
6. To communicate with clients effectively and be polite courteous and professional at all times.
7. To demonstrate good customer care as the point of contact for referrer, participant and respond to queries relating to the Prehab4Cancer programme, from both health professionals and members of the public. Obtain feedback on services and actively encourage participants to attend on a regular basis.
8. Assign the participant to a locality in Greater Manchester and Prehab4Cancer Specialist based on where they live, and safely pass referral forms onto the appropriate Prehab4Cancer Specialists. To safely pass referral forms onto the appropriate Prehab4Cancer Specialists.
9. Contact participants on the programme via telephone and email within 48 hours of the referral being received and book their attendance at a local assessment clinic. To make appointments / bookings for patients as required and to ensure patient confidentiality at all times
10. Provide information about the programme and what to expect to participants.
11. Support the Prehab4Cancer Specialists to plan and coordinate Assessment clinics for participants referred into the programme at leisure facilities operated by GM Active Members.
12. Liaise with all GM Boroughs to book local level 4 exercise instructors, venues and assessment clinics as required, and to ensure patient confidentiality at all times.
13. Receive and record participant information from team members regarding participants’ journey through the programme and attendances.
14. Ensure there are procedures in place to manage DNA's, cancellations and rearranged appointments. To be responsible for booking venues for activity and assessment clinics as required. To liaise with all GM boroughs to book venues, assessment clinics and exercise instructors.
15. Be responsible for contacting participants to make their subsequent appointments post-surgery and supporting the participants’ journey through text messages/emails.
16. Accurately record and enter participant data on the central management system (ReferAll) and ensure it is kept up to date with history notes and activities for each participant alongside the programme administrator.
17. To contribute towards monitoring and evaluation of an effective Prehab4Cancer programme in response to local need and compliant with national best practice and guidelines, and be responsible for providing data for reports as directed by the Prehab4Cancer Programme Manager and to work with the Prehab4Cancer Programme Manager to provide written and verbal updates as required for GM Active and GM Cancer.
18. Attend regular performance review meetings with GM Cancer to report on KPIs. Attend courses, training events and meetings as directed by the Prehab4Cancer Programme Lead.
19. Be aware of and committed to equal opportunities principles and practices, and work in accordance with data protection rules and GDPR

|  |
| --- |
| **Corporate Responsibilities** |
|  |
| 1. | To ensure high levels of professional conduct at all times, with particular reference to punctuality, dress, presentation and administration. |
|  |
| 2. | To ensure that customer care is the major priority for service provision and ensure that confidentiality is respected and maintained at all times. |
|  |
| 3. | To ensure the service is promoted efficiently, effectively and in keeping with the corporate image of Salford Community Leisure & GM Active. |
|  |
| 4. | Considerable importance is attached to the public relations aspect of all work undertaken by Salford Community Leisure staff. It is expected, therefore, that the post holder will at all times project to the public the image of Salford Community Leisure as being keen to assist wherever possible, and positively promote the work that SCL does across its various services |
|  |
| 5. | SCL expects all its employees to have a full commitment to the SCL’s Equal Opportunities Policy and acceptance of a personal responsibility for its practical application.  All employees are required to comply with and promote the policy and to ensure that discrimination is eliminated in the service of SCL. |
|  |
| 6. | To ensure all information received and disseminated, whether verbal or written, concerning all employees, prospective employees or clients, is treated in the strictest confidence, and that all such information held is regulated and controlled in a similar manner |
|  |  |
| 7. | To act at all times with due regard to Salford Community Leisure’s Health and Safety Policies and related Codes of Practice, and to consistently demonstrate SCL Behaviours. **Review arrangements**The details contained in this Job Description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, SCL will expect to revise this Job Description from time to time and will consult with the postholder at the appropriate time.  |

# Person Specification

**Title:** Prehab4Cancer Senior Administrator

|  |  |  |
| --- | --- | --- |
| **CRITERIA** | **CATEGORY** | **METHOD OF ASSESSMENT** |

**Relevant Experience / Understanding**

|  |  |  |
| --- | --- | --- |
| Experience of using and updating databasesExperience of calendar / diary managementWorking knowledge of MS systems including Outlook, Excel and WordExperience of liaising with multiple staff members and stakeholders Experience of using a range of IT systems and programmes | EEEED | Application / InterviewApplication / InterviewApplication/InterviewApplication/InterviewApplication/Interview |

**Personal Qualities / Skills**

|  |  |  |
| --- | --- | --- |
| Ability to develop & maintain effective administrative systems | E | Application/Interview  |
| Methodical and thorough approach to work | E | Application/Interview  |
| Excellent planning and organisational skills with the ability to prioritise workloads and manage time efficiently | E | Application/Interview  |
| Excellent customer service skills | E | Application/Interview  |
| Customer-centric approach with high standards and attention to detail | E | Application/Interview  |
| Able to work with confidential and sensitive personal information and adhere to principles of GDPR and good data protection governance | E | Application/Interview  |
| Ability to organise data and present in appropriate format for reports | E | Application/Interview  |
| Strong problem solving skills | D | Application/Interview |
| Experience of working within referral schemes | D | Application/Interview |

**Category D -** Refers to Desirable Features which would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did not have the qualifications, training, experience, etc.

**Category E -** Refers to Essential Requirements without which the candidate would be unable to carry out the duties of the post.