

## Job Description

### Patient Administration Team Leader

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#### MAIN PURPOSE AND SCOPE OF THE JOB:

As Patient Administration Team Leader you will be based at one of our three sites and will line manage a small team of Patient Administration Co-ordinators.

The main purpose of this role is to ensure delivery of a high level, site based administration support to a multi-disciplinary clinical team maintaining efficient systems and processes relating to patients care. In addition you will also undertake all aspects of the Patient Administration Coordinator role.

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#### POSITION IN ORGANISATION

<b>Reports to:</b>	Administration Manager
<b>Line Manager for:</b>	Patient Administration Coordinators (Location Specific)
<b>Location:</b>	Canterbury
<b>Hours:</b>	Full-time: 35hrs per week, Monday – Friday
<b>Salary:</b>	£25461.60 per annum.

#### DUTIES AND KEY RESPONSIBILITIES:

- The post holder will oversee a small team of Patient Administration Coordinators (PAC), providing day to day line management to ensure Pilgrims Hospices clinical teams are supported e.g. inpatient units, community teams and multi-disciplinary teams
- Managing and supporting your PAC team (3 WTE) including:
  - Undertaking regular 1:1 supervisions
  - Yearly Performance Development Review process with support from Administration Manager
  - Monitor and manage planned and unplanned absence in accordance with Pilgrims Hospice policies
  - Monitor and manage performance/capability, with support from Administration Manager/HR as appropriate
  - Staff development and training including all mandatory training is maintained
- Working with multiple teams e.g. community nursing teams, senior ward sisters
- Manage workforce ensuring delivery of a comprehensive quality administrative support service - prioritising, delegating, organising workloads
- Involved in recruitment of new staff into the PAC Team and provide a comprehensive induction and training plan
- Work closely with the other site Administration Team Leaders to ensure consistency, provide peer support
- Ensuring Continuing Personal Development as appropriate
- Undertake tasks within Patient Administration Coordinator role
- Undertake any other duties that would be a reasonable expectation of the role
- Support management with complaint resolutions as appropriate
- Attend Local Management Team Meetings

- Overall responsibility for ensuring patient scheduler is updated EMIS for your site in accordance with time scales
- To review and put forward recommendations, as appropriate, in relation to current practice and procedures for both admin and clinical staff.

## **GENERAL RESPONSIBILITIES**

### **Corporate Governance –**

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct.

Post holders are expected to be familiar with, and comply with, all policies and procedures published by Pilgrims Hospices in East Kent.

### **Health and Safety –**

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

### **Data Protection –**

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

### **Flexibility –**

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

*This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.*

Date Written: November 2023, updated July 2025

## PILGRIMS HOSPICES – PERSON SPECIFICATION

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

	CRITERIA	Criteria Tested At		
EXPERIENCE		Application	Interview	Essential/ Desirable
	<ul style="list-style-type: none"> <li>Supervising/leading a small team including 1:1's, Performance Reviews and absence management</li> </ul>	✓ ✓	✓ ✓	E E
	<ul style="list-style-type: none"> <li>Leading and motivating a team</li> </ul>	✓	✓	D
	<ul style="list-style-type: none"> <li>Working in an administrative role</li> </ul>	✓	✓	E
	<ul style="list-style-type: none"> <li>Working for a healthcare or charitable organisation</li> </ul>	✓	✓	E
	<ul style="list-style-type: none"> <li>Using databases and/or electronic patient administrations systems</li> </ul>			
SKILLS/ ABILITIES				
	<ul style="list-style-type: none"> <li>Excellent verbal and written communication skills</li> </ul>	✓	✓	E
	<ul style="list-style-type: none"> <li>Well developed problems solving skills</li> </ul>			
	<ul style="list-style-type: none"> <li>Ability to deal with matters of a sensitive and, at times distressing, nature</li> </ul>	✓	✓	E
	<ul style="list-style-type: none"> <li>Ability to prioritise a constantly changing workload (your own and that of the team) to ensure internal and external targets are met</li> </ul>	✓	✓	E
	<ul style="list-style-type: none"> <li>Remain calm under pressure in a fast paced admin environment</li> </ul>	✓	✓	E
	<ul style="list-style-type: none"> <li>Work supportively in a team environment; creating a strong team spirit</li> </ul>	✓	✓	E
	<ul style="list-style-type: none"> <li>Time management and organisational skills</li> </ul>	✓ ✓	✓ ✓	E E
	<ul style="list-style-type: none"> <li>Attention to detail</li> </ul>			
KNOWLEDGE				
	<ul style="list-style-type: none"> <li>Fully IT literate and conversant in the use of Microsoft Office applications</li> </ul>	✓	✓	E
	<ul style="list-style-type: none"> <li>Clear understanding of the need to maintain confidentiality in all areas of work including phone conversations, written materials and computerised materials and processes</li> </ul>			
	<ul style="list-style-type: none"> <li>Knowledge of medical terminology</li> </ul>	✓	✓	E
		✓	✓	D
QUALIFICATION/ TRAINING				
	<ul style="list-style-type: none"> <li>A good level of education</li> </ul>	✓		E
OTHER REQUIREMENTS				
	<ul style="list-style-type: none"> <li>Flexible approach</li> </ul>	✓	✓	E
	<ul style="list-style-type: none"> <li>Demonstrates an understanding of and commitment to Equality, Diversity and Inclusion (EDI)</li> </ul>	✓	✓	E