**JOB DESCRIPTION**

###### JOB TITLE: Theatre Business Administrator

**REPORT TO: Theatre Manager**

**MAIN PURPOSE OF JOB**

**Work closely with the Theatre Manager, Coordinator and theatre team to ensure accurate, timely revenue and charging is captured for the theatre department.**

**A good understanding of medical terminology is required.**

**Assist with day to day administrative and clerical duties as required by the theatre team.**

**Maintain stationary and stock supplies.**

**Key duties & Responsibilities**

* Manage and answer all telephone calls related to theatres in a courteous and tactful manner to ensure that any issues are dealt with in a timely manner
* To update patients accounts daily to ensure that all accounts are accurate
* Enter all charges onto Compucare
* Work closely with the finance team and deal with any patient queries regarding their bills
* Attend department meetings and take minutes when required
* Assist Endoscopy with patient files
* Use hospital administration systems to access patient information and clinical data
* Communicate with other secretaries within the hospital regarding patients’ medical notes, clinic letters and outcomes
* Be responsible for maintaining a comprehensive filing and database system
* To accurately record messages and information from any callers and to initiate appropriate procedures, maintaining effective channels of communication
* To assist in the induction and training of new administrative staff
* To provide cover for other administrative staff, including patient billings when needed
* Liaise with other directorates and staff at all levels, both internally and externally
* To ensure excellent levels of customer service to all users of King Edward VII theatres
* Develop promotional material, including newsletters and other information for consultants and users of the service
* Be responsible for ensuring that there is an adequate stock of office supplies available at all times, check stocks of stationary in the department and order supplies as necessary

**Related Duties**

* Assisting the efficiency of the department by covering for other posts as required and performing other duties and projects appropriate to the role and grade.
* Keeping abreast of new developments pricing and new services offered by the hospital.
* Covering the Patient Billing Administrator during their absence to ensure patient accounts are kept up to date.

**Other**

* Ensure all Hospital Health & Safety and Security policies are adhered to at all times.
* Attend all mandatory training courses annually.
* Maintain patient and Hospital confidentiality at all times.
* Perform other adhoc duties as requested.

**General Information**

This job description is not intended to be an exhaustive list of duties, but mainly to highlight the current main responsibilities of the post. The post holder is required to undertake any other similar duties, as required by the Manager. This job description may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.

The post holder will be required to comply with all policies and procedures issued by and on behalf of King Edward VII’s Hospital *Sister Agnes*.

The Hospital is an equal opportunities employer and the post holder will be expected to promote this in all aspects of his/her work.

**Confidentiality**

All information in relation to patients and staff must be held in the strictest confidence and may not be divulged to any unauthorised person at any time without the authorisation of your Manager or unless it is in the best interest of the individual. The post holder must maintain the confidentiality of information about patients, staff and other Hospital service business in accordance with the Code of Confidentiality and the Data Protection Act 1998. A breach of confidentiality in relation to manual or computer data will result in disciplinary action being taken in accordance with the Hospital’s disciplinary procedure and may lead to dismissal.

**Health and Safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974 to ensure that the agreed safety procedures are carried out to maintain a safe environment.

**Risk Management**

You have a responsibility for the identification of all risk which have a potential adverse effect on the Hospital’s ability to maintain quality of care and the safety of patients, staff and visitors, and for the taking of positive action to eliminate or reduce these.

**Equal Opportunities**

As a member of staff at the King Edward VII’s Hospital *Sister Agnes* you have a personal responsibility to ensure that you do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

You also have a responsibility to ensure that all people that you have contact with during the course of your employment, including patients, relatives and staff, are treated equally in line with the hospital’s Equal Opportunities Policy.

**PERSON SPECIFICATION**

**JOB TITLE:** Theatre Business Administrator

**DEPARTMENT:** Theatre

|  |  |  |
| --- | --- | --- |
| **Category** |  | *Criteria* |
| QUALIFICATIONS/  ATTAINMENTS | ESSENTIAL  ESSENTIAL | * Good standard of general education * GCSE Maths and English or equivalent qualification * Knowledge of medical terminology and working in the healthcare setting is essential |
| EXPERIENCE | ESSENTIAL  ESSENTIAL | * Experience with data imputing and data audits * Experience within private healthcare * Private theatre experience |
| SKILLS & KNOWLEDGE | ESSENTIAL  DESIRABLE | * High level of numeracy * Intermediate (or higher) level of computer literacy – highly familiar with excel, word, publisher and Outlook and used to processing large quantities of data * Good communication skills both oral and written * Minimum 2 years relevant experience for the role * Extensive knowledge of Compucare and Healthcode. * Usage of hospital management reporting tools would be desirable |
| PERSONAL & OTHER ATTRIBUTES | ESSENTIAL | * It is essential that the person appointed possess an outgoing personality and is able to deal with Consultants and staff efficiently and courteously * Must be able to impart information clearly and concisely * Good organisational skills with the ability to multitask * Excellent telephone manner * Ability to demonstrate initiative * He/she will display a confident manner and demonstrate an ability to learn quickly and to stay calm and polite at all times * He/she must demonstrate the ability to work as part of a team and individually |