

Job title:	Clinical Team Administrator	Reporting to:	Clinical Business Manager
Department/Group:	Clinical Administration	Job code/Req no.:	
Location:	HOSF, Spring Garden Lane	Travel required:	No
Band	4	Position type:	Permanent

Role Purpose

The Clinical Team Administrator plays a vital role in supporting effective service delivery and enabling clinical staff to focus on patients care. This is achieved by providing comprehensive administrative and coordination support across clinical services.

The postholder is a key point of contact, ensuring the smooth day-to-day running of services, maintaining high-quality and accurate records and communicating effectively with patients, families, healthcare professionals and internal teams. The role is essential in ensuring that patients and their families receive a warm, professional, and compassionate experience.

Main Duties & Responsibilities

- Maintain accurate, timely, and compliant electronic clinical and administrative records in line with organisational standards.
- Store, manage and share information in accordance with data protection legislation, information-sharing agreements, and internal policies.
- Process new referrals promptly and in line with agreed procedures.
- Contribute to the development and maintenance of clear administrative guidance to ensure consistent and effective cover across the Clinical Administration Team.
- Provide administrative coordination for Spring Centre group activities, patient appointments, and family support sessions.
- Research, order, and monitor clinical supplies to ensure appropriate stock levels are maintained.
- Provide administrative and minute-taking support to Clinical Heads of Department.
- Support staff onboarding processes, including organising and coordinating induction timetables for new clinical employees.
- Provide ongoing administrative support to volunteers within the Clinical and Family Support Teams.
- Promote and support best practice in the use of SystemOne, assisting clinical staff with system queries and troubleshooting as required.
- Support the production, collation, and reporting of clinical activity data and performance information.
- Receive and process monetary donations in accordance with the organisational policy, ensuring all documentation is completed accurately for the Finance Team.
- Provide clinical administration support as part of a 7-day service, participating in a rota covering allocated weekends and bank holidays.
- Support the administration of commercial and income-generating initiatives, including Respite for Good and Care for Good.

Qualifications, Skills, Experience, Knowledge & Approach

- Proven administrative experience, with the ability to work effectively as part of a team.
- Experience of using IT systems, including electronic record management systems.
- Ability to work methodically, prioritise workload and manage competing demands.
- Strong written communication skills with a high level of accuracy and attention to detail.
- Ability to work collaboratively with colleagues, volunteers and external partners.
- Clear understanding of confidentiality, data protection and information governance.
- Resilient and compassionate, with the ability to manage exposure to sensitive or distressing information.
- Flexible and positive approach, with a commitment to continuous service and process improvement.

Communication

- Provide a warm, professional, confidential, and reassuring service to patients, families, healthcare professionals and colleagues.
- Respond promptly and appropriately to telephone calls, emails, web enquiries and SystemOne tasks.
- Triage messages effectively to ensure clinicians receive information in line with clinical priorities.
- Communicate sensitively when dealing with confidential, complex or distressing matters.

Internal & External Contacts

- Employees, volunteers and contractors.
- Healthcare professionals and partner organisations.
- Patients, family members and carers.
- Members of the public.

Decision Making

- Prioritise administrative tasks effectively and escalate concerns appropriately.
- Use sound judgement when triaging messages and identifying urgent or clinically sensitive matters.
- Apply organisational policies, procedures and information governance requirements to daily tasks.
- Contribute ideas to enhance administrative processes and service delivery.
- Demonstrate a willingness to develop skills and knowledge within the role.

Mental & Physical Consideration, Working Conditions & Environment

- Willingness and flexibility to work weekends and bank holidays as required.
- Ability to manage competing priorities and work effectively under pressure.
- Confidence to work independently while contributing as part of a wider team.
- Highly organised and adaptable with the ability to manage frequent interruptions.
- Capacity to handle emotionally challenging situations involving patients, families, staff and volunteers.
- Regular use of display screen equipment as part of day-to-day duties.

Health & Safety

- Understand and comply with Health and Safety, Fire and Infection Control regulations, and Hospice policy, to assure compliance and resolve and/or mitigate risk.
- Complete all mandatory training for Health and Safety, Fire and Infection Control.
- Report any accidents or incidents in the department.

Safeguarding

- Act in a manner at all times to safeguard the interests of individual patients, clients and families.
- Manage information in accordance with data protection legislation and internal protocols.

Last updated by:

Helen Exley

Date/Time:

10/4/26