

Medical Revalidation & Appraisal Officer / Administrative Support Officer

Job Description & Person Specification

A summary of the role responsibilities and person specification

Why Our Trust?

Terms and conditions

Post – Medical Revalidation & Appraisal Officer/Administrative Support Officer to the Medical Director Team

Division – Corporate Services

Department – Medical Directors Office

Band – 5

Salary - £24, 907 – £30,615

Location – Trust Headquarters, Marlborough Street, Bristol

Hours of work – Full time (37.5 hours per week)

Contract length – Permanent

Annual leave – Up to 33 days dependant on NHS Service

Pension - The NHS Pension Scheme is a defined benefit scheme. Further details and outline of benefits can be found at: www.nhsbsa.nhs.uk/pensions

What you'll love about working here

We are outstanding! The CQC rated the organisation as Outstanding for services being caring and well-led. The Trust was the first in the country to go from Requires Improvement to Outstanding in 2017, and is now the first to do this and then retain this rating. The Trust is currently one of only seven in the country to have been rated Outstanding twice, and one of only three general acute Trusts to achieve this.

A digital exemplar- Being appointed as a Global Digital Exemplar means we can realise this vision by implementing digital technologies that will help us to transform the way we work and how we relate to our colleagues, patients and partner organizations.

Sustainable healthcare - We have joined the international movement to declare a climate emergency, recognising the impact climate change is having on the world. Climate change is labelled as the greatest threat to health in the 21st century, with a range of conditions related to heat, cold, extreme weather and air pollution predicted to rise. To lead the way in healthcare the Trust has set ambitious goals to become carbon neutral by 2030.

Access to further opportunities with the Trust

Apprenticeships are a great way to learn and earn on the job. UH Bristol and Weston provides a range of apprenticeships to support a huge number of career opportunities in clinical and non-clinical support services with apprenticeships starting at level 2 through to level 7.

As an organisation we encourage further development of all employees to progress upward within their chosen field.

About us

Our mission is to improve the health of the people we serve by delivering exceptional care, teaching and research every day.

Diversity & Inclusion

A core principle of the Trust is to ensure that patients and staff are treated with dignity and respect. Promoting equality, diversity and human rights and challenging any form of inequality, discrimination, harassment or abuse are central to the Trust's Values.

'Committed to inclusion in everything we do' is the ambition set out in the Trust's Workforce Diversity & Inclusion Strategy.

The Trust will not tolerate discrimination, harassment or bullying under any circumstances and particularly because of a characteristic protected by the Equality Act 2010.

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Main Duties and Responsibilities

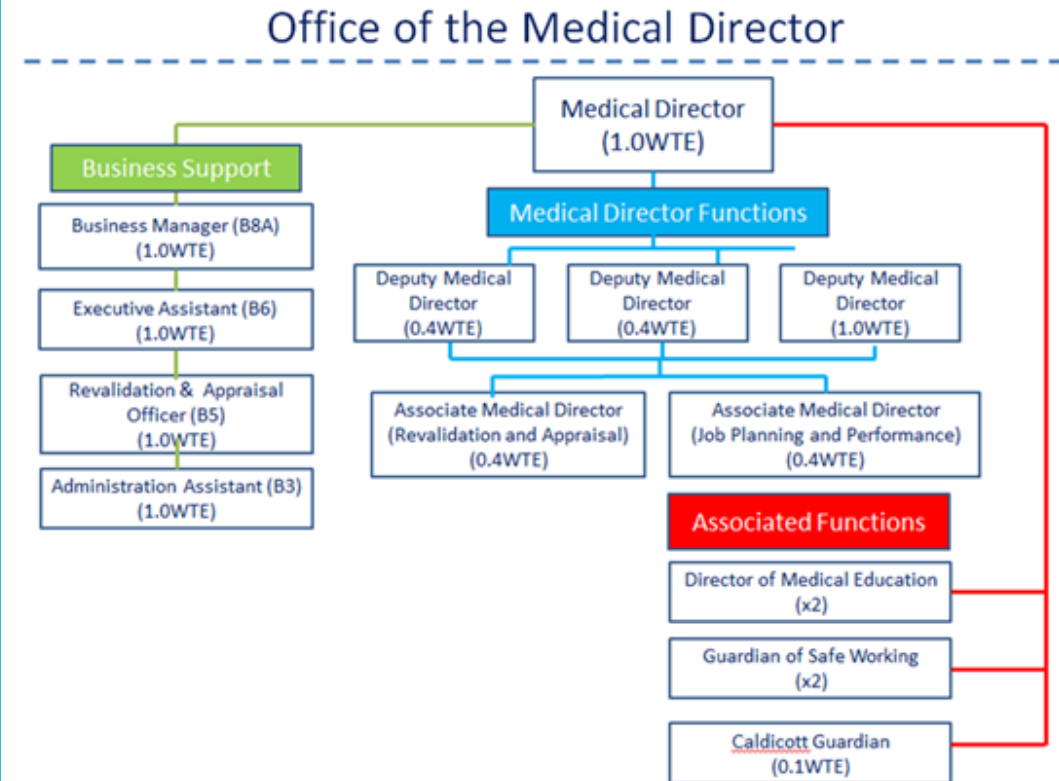
Medical Revalidation and Appraisal

The post holder is responsible for the quality assurance and central administration of the Trust's Medical Revalidation and Medical Appraisal system (Fourteen Fish) and its associated processes within the Trust, the post holder will support the department to ensure the following:

- To be centrally responsible for all reporting requirements and central administration, using own initiative to formulate processes and procedures to ensure a robust medical revalidation and medical appraisal process is followed within the Trust.
- To independently act as the main point of contact/expert user for all associated packages on the Trust's medical appraisal system (Fourteen Fish).
- To run regular reports on revalidation and appraisal activities, providing detailed statistics and auditing compliance by area and escalating themes or issues of non-compliance.
- To prepare detailed medical revalidation folders for doctors and meet with the Associate Medical Director for Revalidation to provide advice to the Responsible Officer to make relevant recommendations to the General Medical Council.
- To ensure that the Trust Revalidation and Appraisal Policy for Non-Trainee Medical Staff is fully up to date and complied with at all times.
- To train Doctors on an as required basis, meeting in groups or one to one, with advice in terms of how to meet the requirements of medical appraisal and revalidation and how to complete relevant paperwork and how to use the online system. The post holder will be required to train upwards of 300 Doctors per year.
- To communicate with Doctors who are new to the NHS regarding the importance of revalidation to allow them to practice medicine in the UK, this is often a new requirement for them and English is often not their first language. The revalidation process can be complex with the doctor

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Organisational Structure



Key Relationships

Doctors of all grades including new to the UK doctors
Senior Trust Staff including Executives, Clinicians and Managers
External Stakeholders including personnel at GMC, BMA, NHSE and NHSI, NBT, and other Trusts and Deaneries across the healthcare system.
External contractors

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needing to provide a specific portfolio of evidence from different sources to ensure that they are successful.

- Ensuring the Trust is compliant with all regulatory requirements and reporting any potential problems directly to the Associate Medical Director for Revalidation, this will include ensuring the policies are aligned with national best practice.
- Accurate and complete records and policies are maintained, consistent with local and national requirements and ensure up to date information which supports agreed action plans.
- Databases are kept up to date and data required to provide evidence of Trust compliance is held by self and/or others as appropriate, ensure web pages are always appropriate and up to date.
- To maintain an accurate and up to date communications log for all doctors, maintaining daily filing systems both electronic and paper based.
- To prepare paperwork and support the Associate Medical Director for Revalidation and Guardian for Safe Working at meetings, workshops and training events participating as requested. Facilitate meetings as required including preparation of paperwork and minute taking.
- Manage receipt of Responsible Officer Transfer Forms in a timely fashion, liaising with Resourcing as required and to action as required any Responsible Officer forms that are received into the Trust for completion.
- To liaise with the Weston General Hospital Revalidation support team to ensure that the processes, reporting and information cross the two sites align and support the Weston site as needed to maintain up to date records and appraisal files.
- To manage the trust's Responsible Officer contracts with external providers, ensuring the trust is compliant with key performance indicators and charging in line with these agreements.

Guardian for Safe Working

Reporting to the Guardian for Safe Working with responsibility for the co-ordination of the Junior Doctors Forum; agenda setting with the Guardian for Safe Working,

booking rooms, etc. To, liaise with the British Medical Association as necessary, regarding the conduct of the Junior Doctors' Forum.

- Administrative support for Guardian of Safe Working.
- Preparation and distribution of monthly divisional summaries, including exception reporting against targets and trends, plus ad hoc reports as required
- Organisation of Junior Doctor Forum
- Assistance with preparation of Trust Board.

Medical Director Team

- Providing a comprehensive administrative support to the Medical Director Team including word processing reports, policies, letters, and production of presentation material.
- Co-ordinate hotel and travel arrangements, meeting expenses etc. for Medical Director Team and external Stakeholders, i.e. expert panel participants.
- Co-ordinate learning from deaths programme of work, using initiative manage mortality surveillance reporting, Medical examiner referrals and serious incidents on behalf of Deputy Medical Director.
- Servicing meetings, in particular the Clinical Quality Group and Clinical Record Keeping Group, including where necessary preparation of agendas, minute taking, circulation of papers.
- Day to day management of Administrative assistant, allocating them duties.
- To deputise for the Executive Assistant during period of absence such as annual and sickness leave.
- Authorised signatory for hotel for travel and accommodation expenses to support specialist panels/ experts invited to the Trust.
- Act as part of Executive Assistant 'front of house' team; this will include exposure to emotional or distressing circumstances, RCAs, harm reviews, and serious incident summaries. The post holder will also have to occasionally take complainants calls from angry, distressed or sad callers. In addition the post holder will welcome and co-ordinate Executive level guests and order stock and stationery.

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Personal Profile - (E) = Essential (D) = Desirable

Knowledge and Experience

- Significant experience of administrative work at a senior level (E)
- Working knowledge of NHS policies procedures and practices. (E)
- Knowledge and understanding of medical revalidation and appraisal
- Experience of producing reports, spreadsheets, and minutes. (E)
- Management of own diary, setting and meeting deadlines to ensure priorities are met for self and others (E)
- Experience in the interpretation of complex data. (E)
- Experience of planning, organising and facilitating events and workshops (E)
- Experiences of cross discipline team roles within a busy environment (E)
- Experience of dealing with key stakeholders directly on behalf of the organisation(D)

Skills and Abilities

- Excellent time management skills (E)
- Excellent problem solving skills. (E)
- Reliable and capable of working with confidential and sensitive information (E)
- Independent and able to work without supervision, using own judgement to manage varied workload (E)
- Proven ability to produce reports and present complex information in a concise manner to large groups or on a one to one basis. (E)
- Highly organised and able to demonstrate ability to meet deadlines. (E)
- Proven ability to manage databases independently, taking initiative to troubleshoot problems which may arise (E)
- High concentration skills for extended periods of time (E)
- Proven ability to effectively and frequently reprioritise tasks and activities (E)

Aptitudes

- Excellent communication skills (E)
- Takes initiative to resolve problems without supervision (E)
- Understanding and calm attitude in potentially tense situations (E)
- Personal focus on accuracy and attention to detail (E)
- Commitment to the Trusts Values; Respecting Everyone, Embracing Change, Recognising Success and Working Together (E)

Qualifications and Training

- GCSE in English and Maths (E)
- Level 4 NVQ Administrative qualification or equivalent knowledge/skills (E)
- Recognised IT qualification covering Microsoft Excel and Word (E)
- Knowledge of administrative procedures (D)
- Degree level education or equivalent experience in a related field (E)

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Transforming Care

Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation. Transforming Care is the Trust's overarching programme of transformational change. It enables staff to use a structured approach to continuously improve and innovates their services, strengthen our capability, and deliver our Trust's mission to improve the health of the people we serve by delivering exceptional care, teaching and research, every day.

Our Quality Improvement Academy is open to all staff and leaders across the Trust, and provides training to lead or take part in improvement and transformation activities in their departments and across the Trust. We will support staff to develop the skills and tools to improve services to deliver the best care to our patients and public.

Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act 2018 and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 2018.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System

Maintain the confidentiality of their passwords / usernames and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

Workplace health and wellbeing

The Trust Workplace Health and Wellbeing Framework applies to all employees, students and volunteers who are encouraged to take responsibility for their individual health and wellbeing and to promote the wellbeing of colleagues. Line managers must recognise the importance of health and wellbeing and take it into account when planning tasks and designing jobs.

Safeguarding Children and Vulnerable Adults

The Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness. Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints. If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Everyone has a responsibility for contributing to the reduction of infections.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

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Respecting everyone
Embracing change
Recognising success
Working together
Our hospitals.

