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|---------------------------|---|-------------------------|--------------------|-----------------------|---------------------|
| Job title: | Scheduling & Data Quality Administrator | Reports to: | Scheduling Manager | Grade: | 2 |
| Organisation Unit: | Resource Optimisation | Responsible for: | No direct reports | Working hours: | 37.5 hours 1 FTE |

Job Purpose / Job Overview

The Scheduling & Data Quality Administrator is responsible for supporting the Scheduling Team in maintaining an efficient and effective schedule for all clinical resources and absences within the Living Well Partnership. The role also involves ensuring accurate data management and patient workflow administration, contributing to seamless operational processes.

Key Responsibilities

Scheduling Duties:

- Assist in the delivery of all clinical rotas across the Partnership.
- Assist in the planning of medical student's schedule ensuring Rotacloud and Emis align.
- Administer and maintain generic templates as requested.
- Update online scheduling systems (Rotacloud) to ensure accurate rota records.
- Maintain holiday and absence records for clinicians and students/placements.
- Ensure all necessary locum documentation is up to date.
- Assist in general housekeeping of master templates and session holder filters.
- Assist with sourcing cover for GP Enhanced Access hours.
- Assist in the allocation of clinical rooms as requested.
- Communicate schedule changes effectively to relevant staff members.
- Provide cover during periods of absence across the Scheduling Team.
- Adhere to scheduling protocols and ensure compliance with Partnership policies and procedures.
- Undertake additional duties as required.

Person Criteria

Qualifications

- Educated to A-level or equivalent.

Knowledge

- Knowledge of computerised scheduling tools and processes

Experience

- Demonstrable and recent experience of working in an administrative role.

Skills

- Strong organizational skills with attention to detail.
- Excellent interpersonal and communication skills.
- Proficiency in MS Excel and experience with online rota systems.
- Ability to work independently while knowing when to escalate issues.
- Commitment to high-quality work and meeting deadlines.
- Ability to work under pressure and adapt to changing priorities.

Patient Workflow Administration:

- Process inbound data (electronic and paper) into EMIS and Anima.
- Accurately file scanned documents and manage generic email accounts.

Registrations Administration:

- Process new patient registrations and manage physical record movements.
- Amend records and handle patient-related tasks.

Performance Administration:

- Administer QOF and enhanced service recalls.
- Manage patient invites for screening and immunisation recalls.
- Assist in data collection and submission of claims.

General Duties:

- Ensure the accuracy and confidentiality of patient records.
- Contribute to team effectiveness and manage workload efficiently.
- Demonstrate a personal commitment to the values, vision, and objectives of the Partnership.