**Job Description**

**Job Title:**  **Rota Administrator**

**Salary:** **£26,043 Per Annum, Pro Rata**

**Accountable to:**  **Head of Resource Planning**

**Reports to:**  **Rota Manager**

|  |
| --- |
| **Job Summary** |
| As a PC24 Rota Administrator you will be responsible for coordinating and maintaining clinical and non-clinical rotas to ensure adequate workforce coverage across all services. This role involves inputting and updating shift schedules, managing leave requests, and assisting with last-minute cancellations or changes to ensure smooth operations. The Rota Administrator works closely with the Rota Co-Ordinator to support efficient workforce planning while ensuring compliance with working time regulations. Strong organisational skills, attention to detail, and the ability to work to tight deadlines are essential for this role. |
| **Key Responsibilities**  |

**Service Delivery**

* To be fully competent in the use of Rotamaster
* Responsible for the delivery of clinical and operational rosters for all PC24 service contributing to overall service provision
* Ensure that any rota shortfall due to short notice cancellations is managed
* Ensuring locum/agency usage is kept to a minimum and are within the approved rates
* Liaising with locum agencies as required to ensure all shifts are covered using the most appropriate communication method
* Complete documented and stringent checking procedures to support provision of accurate rosters daily
* Prepare reports, maintain records, and assist the Rota Co-ordinator with general administrative tasks to streamline workforce planning.
* Help relay shift changes, updates, and urgent rota adjustments to employees in a timely manner.
* Complete daily compliance checks as required including MDU, login/logout reports
* Ensure all rosters are released and available a minimum of 6 months in advance
* Support data collection to support service reporting
* Establish and maintain good working relationships with clinicians and representatives to ensure that PC24 is their workplace of choice
* Attendance at meetings as required

**Governance and Risk**

* Ensure Information Governance policy is always adhered to
* Ensure all roster related service delivery risks are escalated to the Service Manager in a timely manner
* Ensure that all incidents, complaints and safeguarding concerns are reported, using the available reporting mechanisms correctly.
* Provide assurance to the Service Manager that the clinical workforce is fully compliant e.g. GMC, NMC, MDU, reporting any areas of non-compliance immediately
* Attend meetings in preparation for CQC inspection and provide assurance to the working group of compliance to CQC regulations.

**Service Development**

* Support the successful planning, implementation, delivery and evaluation of pilot schemes and initiatives.
* Ongoing review of service delivery to identify areas for continuous improvement, engaging staff in the process throughout where possible
* Undertake any other duties at the request of the Service Manager or Head of Service Delivery

|  |
| --- |
|  Person Specification |
| Education And Training | **Essential** | **Desirable** |
| Educated to GCSE Level C in literacy and numeracy or equivalent work based experience  | X |   |
| Knowledge And Skills | **Essential** | **Desirable** |
| Able to demonstrate excellent communication skills with a wide variety of people | X |  |
| Accuracy and attention to detail | X |   |
| Able to demonstrate excellent customer service skills | X |   |
| Excellent keyboard skills and experience of Microsoft Office | X |   |
| Able to use initiative and solve problems | X |   |
| Ability to prioritise workload, and work to deadlines. | X |   |
| Experience | **Essential** | **Desirable** |
| Experience of using electronic roster systems such as Rotamaster |   | X |
| Experience of working in a healthcare environment |   | X |
| Experience of working to policies and procedures | X |   |
| Experience of co-working and liaison with clinicians |   | X |
| Aptitude And Other Relevant Criteria | **Essential** | **Desirable** |
| Strong interpersonal & communications skills  | X |  |
| Ability to work autonomously and initiate/self-direct own workload | X |   |
| Ability to evaluate risk and recommendations for resolutions. | X |   |
| Demonstrates honesty, integrity and promotes organisational values | X |   |
| An ability to maintain confidentiality and trust | X |   |
| Demonstrates adaptable, flexibility, enthusiasm and commitment. | X |   |