

JOB DESCRIPTION

Role / Title: Healthcare Team Coordinator (part-time)

Reports to: Clinical Director, Ballet Healthcare

Overall Purpose of the Job:

- To provide effective and proactive support to the Healthcare team
- To provide administrative support to the Clinical Director, Ballet Healthcare
- To be the designated Administrator of the Healthcare database system 'Smartabase'

Main Responsibilities:

Administration

- Act as first point of contact internally and externally for enquiries and people wishing to contact the Clinical Director by phone or face to face
- Manage the diary and correspondence of the Clinical Director
- Support appointment process and other standard administrative procedures to ensure the smooth running of the Healthcare service
- Provide typing support for documents, reports and letters as required in house style, recording and completing meeting minutes
- Work collaboratively with other administration staff and maintain effective liaison with all relevant departments within the Royal Opera House, and all professional and external contacts
- Support the administration of dancers' health insurance including filling in forms, making calls, recording all insurance arrangements
- Manage all appointments, administration and paperwork for diagnostic scans for the company, including maintaining expenditure information
- Raise purchase orders and code invoices as directed
- Support all office communications including Healthcare Suite diary management, contact lists, notice board announcements and address book
- Ensure efficient filing, with rapid retrieval, security and confidentiality of all stored data

Database Administration

- Act as the main Smartabase Administrator and Level 2 User within the department and to ensure all dancers administrative data is kept up-to-date
- Run database reports from Smartabase at the request of The Clinical Director
- Act as the point-of-contact for dancers making appointments through the Smartabase system

- Act as point of contact with Technology team for Smartabase for upgrades and report any major issues which require resolution.

Project Support

- First line of contact for day to day queries on project tasks and appointment availability. Organise appointments, meetings and workshops with internal and external stakeholders
- Assist in the administration of project documents, including invoicing, expenditure, plans and risk documents
- Update project documentation and follow up project tasks when required

Healthcare Suite

- Plan and facilitate in-house clinics for part time Clinical staff working in the Healthcare Suite including arranging dates, appointment bookings, and ensuring the smooth running of the clinics
- Co-ordinate the maintenance and cleaning of all equipment in the Healthcare suite
- Maintain stock lists for all medications and consumables and advise when replacements require ordering
- Support administration services as directed by the Clinical Director

Overall Service

- Undertake other tasks as may be required from time to time
- Ensure the healthcare office services are maintained and meet the needs and workflow of the company

Continuous Improvement

- Play an active role in the team, contributing to the efficient running of operations
- Support a culture of information sharing, collaborative working and team working
- Contribute to a culture of innovation and continuous improvement

Behaviours:

- Proactively demonstrate a commitment and contribution to the Royal Opera House's health and safety culture in all activities
- Actively promote the value of diversity in all work; uphold the ROH values and behaviours: Treat each other with Respect - Be Open - Value the Highest Standards
- Ensure confidentiality, in line with organisational policy and data protection requirements
- Actively contribute to own professional development, developing and maintaining knowledge and understanding of legislative changes and best practice developments
- With the other members of the team, share responsibility for housekeeping and the maintenance of standards within the department

This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

PERSON SPECIFICATION

Minimum Skills, Knowledge and Experience:

- Sufficient experience in a similar role or administrative support in a busy office
- Excellent organisational and office support skills, including use of Outlook
- Experience of handling confidential information and respect for data protection
- Very competent user of technology, with excellent Microsoft Office skills and experience of working confidently with databases
- Ability to deal effectively and sensitively with a wide range of people and at all levels in the organisation
- A professional and confident manner, with a commitment to high service standards

Other Essential Skills, Knowledge and Experience:

- Ability to track and chase progress on multiple projects
- High standards of general accuracy and attention to detail
- High standard of written/verbal English
- Ability to learn about new procedures and become operational in a short period of time
- Able to manage the pressure of a busy workload and commitment to a high standard of work
- Good judgement and able to request information when needed
- Understanding of protocols for liaising with external service providers
- Interest and ability to train on Smartabase database and app and become highly competent as a Level 2 User and main point of contact for the programme
- A high level of professionalism and responsiveness, coupled with tact and diplomacy
- Ability to work effectively as part of a team
- Experience of the need to maintain strict confidentiality at all times
- Ability to work to and support a culture of continuous improvement
- Commitment to delivering a high-quality service and high standard of work
- Commitment to managing own learning and continuous professional development relevant to the role

Desirable Essential Skills, Knowledge and Experience:

- Experience and interest in healthcare
- An interest in ballet or dance

The Royal Opera House is committed to creating a diverse and inclusive environment in which everyone can thrive.

