



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job title:	Patch Administrator
Department:	RCN England, South West
Reports to:	Office Manager
Key relationships:	South West region team members, RCN wider team departments, RCN members, NHS Trust and independent sector HR advisers
Hours:	35 hours per week (Required to work flexibly to meet the requirements of the job. Occasional travel within the UK with occasional overnight stays and extended days required to fulfil the duties of the post)
Grade:	H
Location:	RCN Exeter Office

JOB PURPOSE

The purpose of this role is to work with the administration team and other regional colleagues to deliver Case Management and related administration which complies with RCN corporate protocols, tasks and processes, in the management of member cases and activist support within a designated geographic area. The role provides administrative support to specific regional Senior RCN Officers and RCN Officers and liaises with external partners, such as NHS Trust HR departments, in organising representational meetings for our members.

The focus and specific responsibility of patch administrator roles varies across RCN and therefore the main duties and responsibilities for the post holder will include any combination of the following types of activities listed below.

KEY RESPONSIBILITIES

1. Case Management Administration and Member Support

- Ensure all communications received in relation to member issues / cases are dealt with promptly and effectively to ensure the best outcome, including RCND referrals. This includes ensuring compliant storage and filing of documentation as appropriate.
- Produce correspondence, reports, statements and any other documentation in relation to the region and member case requirements (as requested by a Senior RCN Officers and RCN Officer) according to RCN and regional standards.
- Provide efficient and effective diary management to designated team members:
 - Provide a contact for external HR departments and members in organising meetings and hearing dates for representation.
 - Act as the primary contact for reps in booking mentorship meetings with Senior RCN Officers and RCN Officers in accordance with the RCN activist pathway.
 - Book meeting rooms for member meetings as required.
 - Make travel arrangements for designated team member(s) including booking of travel tickets and accommodation through the RCN travel provider system.
 - Organise and administer meetings as required and requested by Senior RCN Officers and RCN Officers.
- Maintain an up-to-date, efficient and effective current and archive filing system (both paper and electronic) in accordance with the case file management and associated protocols for member cases and the recording of advice on enquiries.
- Communicate with members in a timely, professional and appropriate manner to ensure they are aware of progress with their case and can access all necessary information and updates easily.
- Offer assistance to members, signposting them to further online advice or other sources of appropriate information, for example, the NMC website.
- Ensure that messages for Senior RCN Officers and RCN Officers are clear, concise and accurate and, if necessary, prioritised for action.
- Administration of updates to member case files and the membership database ensuring RCN case management standards and other relevant protocols are adhered to.
- Provide any relevant information to members, staff and external partners in order to progress their enquiry/request within designated RCN processes and systems.

2. Recruitment and Retention

- Assist Senior RCN Officers and RCN Officers with the organisation and delivery of recruitment and retention activities as required within your Patch.

- Take part in events and actively promote membership of the RCN to the whole nursing team.

3. Customer Service

- Ensure that all working practices deliver excellent customer service to our members and all internal and external customers, meeting the RCN Customer Service Standards at all times.

4. Additional Responsibilities

- Champion equity, diversity, inclusion and human rights and be responsible for contributing to achieving the commitments set out in the RCN Group equality, diversity and inclusion statement.
- Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.
- Maximise all opportunities available to:
 - encourage member recruitment and promote the benefits of joining the RCN
 - promote the RCN as the organisation that represents nurses and nursing, and that promotes excellent in practice and shapes health policies
- Support member ballot and industrial action activities when required.
- Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is always protected.
- Undertake any other duties as requested in line with the job role.