

# Job Description:

## Administrator

General role information	
Job Title:	Administrator
Reporting to:	Office Manager
Salary Band:	11
Notice period:	
Budget Responsibility?	No
Contract type?	Permanent
Direct Reports?	No
Patient facing role?	Yes
Key stakeholders – internal?	Yes
Key stakeholders – external?	Yes
About MSI Reproductive Choices	
<p>At MSI Reproductive Choices we are unapologetically pro-choice. We believe that every woman has the right to make choices about her own body and her own future. As one of the world's leading providers of contraception and safe abortion care, we give women the means to do so. Our team members, working across multiple countries, provide high quality, safe services to women, when and where they need them. Because when a woman can determine her own future, she can contribute to creating a better, more sustainable future for everyone.</p> <p>MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.</p>	
The department/team	
The Administration Team is a central function within One Call, the team consists of 6 Administrators all reporting into the Team Manager.	
The role	
MSI Reproductive Choices Call Centre is at the centre of all client transactions. It is the first point of contact for our clients. Providing a non-judgemental service, One Call book treatments, telephone consultations, face to face consultations, provide counselling and deliver post-operative care 24hrs a day 7 days a week. Reporting to the Office Manager, the main purpose of this role is to provide daily comprehensive administrative duties in line with key responsibilities below and as identified by the Office Manager.	

All MSI Reproductive Choices job descriptions are subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices UK recruitment process, please do so via email to

[Resourcinguk@MSIChoices.org](mailto:Resourcinguk@MSIChoices.org)

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### Key Responsibilities

- BPAS: Timely data capture and input to support external service providers.
- The preparation and transfer of Appointment Information for MSIUK Central Booking providers: Ensure clinic list information is sent within the required timeframe. Client record sheets to be checked and transferred to the relevant Central Booking Provider within the agreed timeframes, including Interpreter Confirmation checks.
- Request interpreting services: Where required book interpreters and update the Booking System accordingly ensuring the client pathway is managed and relevant parties are aware of situation.
- Interpreting Invoices: Check interpreting invoices monthly. Enter details on to the spread sheet on @MSIUK and checked invoices sent to purchase ledger.
- Payroll: On receipt of monthly timesheets, collate the information for centralised payroll spread sheet for all One Call team members.
- Credit Card Payments: On a daily basis check credit card payments and highlight any discrepancies with the Office Manager.
- Daily consultation figures: Check all CCG phone consultations were completed from the previous day, arrived and discharged correctly or 2nd cons booked and that the relevant GP details and CCG are correct.
- Book Training Courses: Book courses as requested by One Call managers for any team members.
- Travel Administration: Arrange any Hotel quotes and reservations for team members or train travel as requested by Office Manager or Director of One Call.
- Purchase Order System: Raising and receipting purchase orders for any stationary orders / travel or hotels booked and any quotes or invoices received from suppliers.
- Test Results Administration: Ensure all administration duties linked to test results for STI's or Vasectomy has been carried out. Test kits and client letters issued
- Vasectomy results: Enter daily Vasectomy sperm sample results onto the booking system and communicate results to clients in a discreet and professional manner. Provide information and advice on further testing if necessary
- Organising re-test: Take payment for and issue vasectomy clients with re-tests kits when requested.
- STI results: Enter daily STI results for Chlamydia or Gonorrhoea onto the booking system and communicate results to clients in a discreet and timely manner. Provide information and advice to clients as relevant in accordance with process.

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- Reporting: Compile and produce daily / weekly / monthly reports where requested for test results, payments, DIS ensuring the supply of information is accurate and meets deadlines.
- Invoicing: Check invoices for the MSIUK centres on a weekly basis against Chlamydia and Gonorrhoea test per centre and add cross charge codes for Purchase ledger team.
- Recruitment Administration and Support:  
Organise DBS checks for new and current team members directly with individuals.  
Add vacancies to iRecruit for One Call with full support through to new starter stage.  
Maintain record of contract information and employment offerings in recruitment tracker.
- Learning and Development (L&D): Organise appropriate facilities and ensure logistics for courses are organised in advance of course dates. Prepare and send course documentation to participants for training events at One Call as provided by L&D or external provider.
- Mandatory training modules, co-ordinate and liaise with Operational Workforce Planning team:  
Schedule Information Governance Training and all Compulsory Training modules for One Call team members from weekly report received from L&D team.  
Enquiries: Dealing with all incoming phone / email enquiries from One Call; MSIUK centres: and third parties.
- General Office tasks: To include courier deliveries/collections, post, reception duties, Stock control, sending out toolkits for new starters.

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

Please read this document in conjunction with the Person Specification for the role.

### Signature

By signing below, you indicate that you have read and agree to this job description.

**Full name:**

**Signature:**

**Date:**