

Career Framework in administration, business support and management of health services

Career Framework Level	Administration	Business support	Project Management	Policy & Planning	HR	Nationally Transferable Roles
9						
8						
7	Contact Centre Duty Manager	Business Manager Clinical Interface Services	No Delays Community Services Project Manager	Service Improvement Manager No Delays Service Improvement Manager		
6	Assistant Business and Information Manager Clinical Interface Services Outpatient Manager					
5	Office Manager and Head of Administration Services Switchboard Supervisor Team Leader				HR Adviser	
4	Administrative Supervisor Reception Manager Medical Workforce Officer Medical Secretary to a Consultant PA to Clinical Interface Services	Information Administrator				Bowel Screening Service – Lead Administrator Spinal Pathway Assistant Coordinator Spinal Surgery Coordinator Tracker Role (Example 3) Tracker Role (Example 4) Tracker Role (Example 5)
3	Patient Services Administrator Waiting List Co-Ordinator Booking Clerk Personal Secretary to Child Protection Service Secretary Ward Administrator Administrative Support to Placement Support Team GP Practice Receptionist Patient Services Information Administrator	Assistant Accountant			HR Assistant	Booking Coordinator Bowel Screening Service – Administrator
2	Clinical Receptionist Administration Assistant Records Assistant Receptionist Audio-Typist Patient Services Database Assistant					
1						