NHS Grampian

**Job Description**

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| 1 JOB IDENTIFICATION |  |
| **Job Title:** | Administration Assistant |
| **Department(s):** | Moray Community Health and Social Care Partnership |
| **Location:** | Buckie/Keith |
| **Hours:** | 20 hours per week |
| **Salary:** | Band 2  £18,600 - £20,606 pro rata per annum |
| **Contract:** | Permanent |
| **Job Reference:** | PR024813 |

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| **Job Holder reference** |
| **2 Job Purpose**  Establish, maintain and develop administrative procedures and ensure that these are carried out to agreed standards to meet the needs of the Public Health Team |
| **3 Organisational Position**  Support Manager  Heath Visitor Team Lead  Heath Visitor & School Nurse Team Lead  Health Visitor & School Nurse Team  Administration Assistant  Day to day Management  Work generated by  Accountability |
| **4. Scope and Rage**  .  **Moray Context:**  Moray has a remote and mainly rural population of approximately 87,720 and covers an area of 1000 square miles. It is a generally prosperous area with rural and urban pockets of exclusion and deprivation.  **Range:**   * Administration support for the Health Visiting and School Nursing Team. * Ensure correct procedure is followed for raising and paying of invoices * Check payroll data for processing, recording any absence * Manage petty cash * Check time sheets/annual leave/TOIL for the team * Maintain computerised and manual records and information systems e.g. clinics |

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| **5 Main Duties/Responsibilities**   * Establish maintain and develop administrative procedures and ensure that these are carried out to agreed standards. * Establish and maintain an appropriate filing system, including secure storage of confidential personal files. Correspondence stored in an orderly and accessible system, readily available to all staff. Maintain and organise shared drive on computer. Ongoing active files – finance, team meetings, purchase orders and petty cash. * Undertake general office duties including maintaining adequate material resources, photocopying and distribute outgoing mail daily. * Ensure payroll returns are completed on a monthly basis recording any staff sickness, and forwarded to payroll department within agreed timescales. * Manage petty cash ensuring account is balanced, with all items coded to correct budget and sufficient funds are available. * Calculate and record annual leave entitlement for all staff. Check time sheets are correctly completed on a four-week basis and that extra hours worked are carried forward to next period. Record all instances of sick leave ensuring correct paperwork is submitted upon return to work. * Raise purchase orders using the PECOS System for any service, equipment, resources as instructed by any team member. Ensure correct budget code is entered, obtain authorised signature and forward to supplier and finance department. * Undertake a specific range of admin and clerical tasks in conjunction with the Health Visiting and School Nursing teams: typing reports, correspondence, set up filing systems both manual and computer, assist with any other administrative tasks, create documents, organisational charts and structures, graphics for presentation and reports. * Support and advise staff on computerised systems – word, access, excel and PowerPoint, with operating queries and problem solving. * Arrange meetings as requested, prepare draft minutes, finalise and distribute. * Type and word process from draft documents, standard letters, memos, reports. * Maintain computerised and manual records and information systems e.g. clinic bookings * Support staff in planning, in admin tasks, relating to seminars and workshop programmes organised by the Health Visiting and School Nursing teams:. * Respond telephone enquiries from members of the public and professional staff; pass messages for Health Visiting and School Nursing teams: via written messages, email and telephone. Contact the most appropriate member of staff in order to resolve enquiries. * Work within a team environment to ensure all enquiries are dealt with effectively and timeously. |
| **6 Systems and Equipment**   * Ensure that all office equipment, including computers, and building, is maintained reporting any faults to appropriate body and ensuring faults or problems are timeously rectified. * Responsible for reporting equipment faults. * Uses VDU equipment for lengthy periods of time – 2 to 6 hours. * Microsoft Office Windows 2003, Windows XP Professional 2000 (utilising Word, Excel, Access, PowerPoint) |
| **7 Decisions and Judgements**   * Clear guidance is available from the Health Visiting and School Nursing team’s priorities. * Work as an autonomous practitioner; know when to refer back to manager for support, as appropriate. * Good communication skills, good interpersonal skills and an ability to work on their own or part of a team. * Ability to plan, organise and prioritise their own workload * Dealing with requests from several staff simultaneously and able to multi-task. Decides how to achieve results and tasks. * Post holder works and supports a multi-disciplinary team. Working on a daily basis, with personnel who have conflicting priorities. Needs tact and persuasive skills. * Be first point of contact for telephones, dealing with the general public. Required to use communication skills to deal with that. * Ability to work under pressure and meet deadlines etc. e.g. patient letters, clinic schedules and reports. * Work with NHS Grampian Policies and Procedures. |
| **8 Communications and Relations**   * Ultimately accountable to General Manager through Support Manager for the Community. * Close co-operation and links with colleagues in Public Health, Moray Health and Social Care Partnership, Moray Council and a general knowledge of staff based in NHS Grampian, Moray and Forres Health & Care Centre. * Use of communication skills dealing with sensitive issues. * Occasional exposure to distressing, emotional phone calls e.g. members of the public with mental health problems. |
| **9 Physical Demands of the Job**   * Keyboard skills – advanced keyboard use. * Required to use VDU more or less continuously on most days. * Driving skills – occasional need to travel to other sites. * Travelling to events – driving. * Manual handling – receiving stationery deliveries and stock, setting up resources. |
| **10 Most Challenging/Difficult Parts of the Job**   * Developing partnership working. * Manage an ever-increasing and unpredictable workload. * Must use tact and good communication. * Post holder needs concentration and attention to detail. * Working for Public Health staff means that post holder has on occasion conflicting priorities and frequently has an unpredictable workload. * Working to tight deadlines. |
| **11 Knowledge, Training and Experience Required to do the Job**   * A minimum of 2 years office experience * Experience in health setting/ public health * An understanding of health policy/guidelines * Good communication and organisational skills * Computer literate * Car owner with full, clean licence |

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| **12 Job Description Agreement**  This page will be removed before submission to the Matching Panel.  **All Job Holder(s) Signature:**  **Head of Department Signature:** | **Date:**  **Date:** |

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| **PERSON SPECIFICATION** | | |
| **POST/GRADE**: Administration Assistant/Band 2  **LOCATION:** Buckie/Keith  **WARD/DEPARTMENT**: Health Visiting and School Nurse team and District Nursing Team | | |
| The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. With the exceptions relating to displaced and disabled candidates noted in Sections 5.3 and 5.4 of this policy, shortlisted candidates must possess all the essential components as detailed below. | | |
| **GENERAL REQUIREMENTS** | | |
| **Factor** | Essential | Desirable |
| Qualification & Experience | Minimum 5 Standard Grades or equivalent including English.  Accurate keyboard skills  Good working knowledge & experience of Microsoft Office  Experience of working in an office environment in an administration role.  Experienced at dealing with members of the public. | Knowledge of medical terminology.  NHS experience.  ECDL, RSA or equivalent  Audio Typing.  Previous office experience |
| Circumstances & flexibility | Ability to work in a challenging and busy environment whilst meeting tight deadlines.  Ability to work as part of a team.  Good telephone manner and inter-personal skills.  Ability to meet tight timescales.  Stress tolerance.  Flexible approach to work requirements – to cover for sick leave or at other locations.  Reliable, flexible and self motivated. |  |
| Particular requirements of the post | Ability to work unsupervised.  High degree of accuracy and attention to detail  Smart appearance.  Ability to be flexible with working times as and when required.  Driving license. |  |
| Level of Disclosure check required |  |  |