

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	Administrative Assistant (Band 2)
Responsible to:	Clinical Admin Team Lead
Department:	Medical Physics
Directorate:	DATCC
Operating Division:	LUHD
Job Reference:	241220
No of Job Holders:	1

2. JOB PURPOSE

To provide high quality support in the daily running of the department as an individual and team player.

To undertake a range of clerical and administrative duties required to maintain the smooth running of the department and enable the team to achieve their objectives and meet required deadlines.

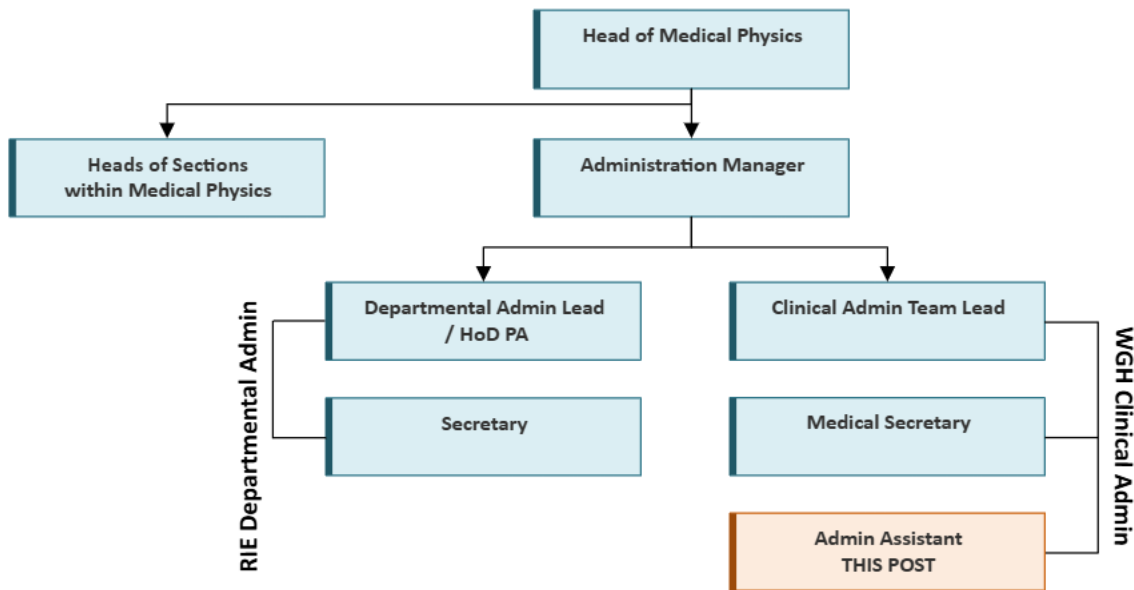
3. DIMENSIONS

The role provides support to the clinical teams and various technical services within Department of Medical Physics with the other clerical staff to ensure the smooth running of the overall department. Working in a team responsible for the booking and administration of over 6000 clinical appointments per month.

The post holder will communicate with patients, relatives, staff and external agencies both verbally and in writing regarding appointments and other enquiries. Acknowledges the sensitive nature of the topics discussed and use skills of tact and diplomacy.

The postholder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The role of the Medical Physics Department is to facilitate the introduction of new and existing clinical technology and scientific methods into healthcare and to ensure their safe and effective use. The Department provides a range of specialised clinical and clinical technical services and highly specialised expertise to NHS Lothian, NHS, Borders, NHS Fife and to other organisations with which it has contractual arrangements. The department employs Healthcare Science staff with a variety of scientific and technical expertise, including physics, electronic engineering, mechanical engineering and software engineering. The Department is highly committed to translating research and development into routine clinical practice to design future diagnostic and treatment approaches, equipment and techniques.

The Department is organised into four Sections that specialise in different areas of physics and engineering applied to medicine. These are:

- Imaging Physics
- Medical Equipment Management
- Nuclear Medicine Physics
- Radiation Protection

6. KEY RESULT AREAS

1. Acting as first point of contact for the department, responsible for opening, logging and distributing mail, answering telephone and face to face enquiries from all staff, patients and the general public, providing information, directing and prioritising queries as appropriate.
2. General administrative duties including copy/audio typing, filing, photocopying and scanning.
3. Supporting the team in the arrangement of meetings and / or events, including the setting up and clearing of rooms and refreshments.
4. Support financial processes as required:
Monitoring and ordering of stationery / supplies
Maintaining accurate records and ensuring delivery / receipt
Supporting invoice processes
5. Input department specific data and information into local databases and spreadsheets in line with local processes and protocols, maintaining thereafter as required e.g. booking arrangements, equipment/service requests, claims, response collation.
6. Recording actions in meetings to produce notes using agreed templates and procedures.
7. Processing documents, including distribution and collation of materials/responses as required.
8. Maintain confidentiality of all sensitive information as per the Data Protection legislation and work within all NHS Lothian policies.
9. To adhere to all departmental, secretarial and administrative policies and procedures.
10. When required, assist with the orientation of new / temporary staff.
11. Working flexibly when the service requires cover in times of annual leave, sickness and increased activity.
12. Attending regular team meetings to discuss work issues.
13. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

7a. EQUIPMENT AND MACHINERY

The following are examples of equipment which will be used when undertaking the role:

Personal Computer / Laptop
Telephone / Answering machine
Audio typing equipment
Photocopier / Scanner / Printer
Video / tele-conferencing
Projector
Laminator
Guillotine
Shredder
Binder

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

7b. SYSTEMS

The following are examples of systems which will be used when undertaking the role:

Office filing systems.
Patient administration system for inputting, searching, recording, storing and retrieving information.
Appropriate local systems and coding where required for recording patient activity and producing correspondence.
Microsoft Office applications including Word, Excel, PowerPoint, Outlook, Access and Publisher
Intranet / Internet, including website publication tools.
Local and national databases and spreadsheets.
Staff payroll system.
Staff training booking system.
Personal Development Plan Recording System.
Online ordering system.
Incident Recording system.

Note: New systems may be introduced as the organisation and technology develops, however training will be provided.

8. ASSIGNMENT AND REVIEW OF WORK

Work is generated by the line manager and management team as per ongoing objectives.

The post holder will be required to organise daily workload working within the parameters of departmental protocols.

A review of work / performance is done on an ongoing basis, with a formal review, appraisal and personal development plan completed annually and in line with NHS Lothian PDP processes, by the line manager and the post holder.

Regular 1:1 and monthly team meetings with the line, manager provides an ongoing individual and team support structure.

9. DECISIONS AND JUDGEMENTS

The post holder is not directly supervised and uses own initiative to make basic decisions regarding workload priorities and enquiries independently. The line manager is available to provide advice on more complex matters.

The post holder will be required to exercise judgement when dealing with issues and resolving problems timeously where necessary and seeking the appropriate expertise when required.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Managing time effectively and prioritising workload to meet competing demands which can be particularly difficult and requires a great deal of adaptability and flexibility when called upon at short notice to cover other areas.

The post holder is required to interact both verbally and in writing with individual staff members, service users and members of the public, which at times may be challenging.

11. COMMUNICATIONS AND RELATIONSHIPS

Internal:

Communicates with a variety of individuals/professions within the organisation including e.g. staff at all levels, patients, relatives and carers both verbally and in writing.

The post holder must acknowledge the sensitive nature of the topics discussed and use skills of tact and diplomacy when deemed appropriate.

External:

Communicates with external agencies regarding orders, arranging meetings, etc.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Demands:

60% of work is computer based therefore required to sit in a restricted position when undertaking these duties.

Mental Demands:

Concentration required when copy/audio typing, filing and undertaking other administrative duties which may be subject to interruption due to competing departmental priorities which will require the post holder to change from working on one task to another.

Emotional Demands:

Occasional exposure to distressing information or emotional circumstances when undertaking role e.g. copy/audio typing.

Dealing with distressed and/or anxious patients / relatives / staff using skills of tact, diplomacy and discretion.

Actively listening to callers and dealing with issues of grievance diplomatically.

Environmental Demands:

Extended use of VDU when undertaking role e.g. copy/audio typing.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Knowledge of office procedures acquired through SVQ2 in administrative / business related subject or equivalent experience.

Organisational, oral and written communication skills.

IT skills including knowledge of word processing, spreadsheet and databases.

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: