

# JOB DESCRIPTION

## 1. JOB IDENTIFICATION

Job Title:	Administrative Assistant (Band 2)
Responsible to:	Operational Business Manager
Department:	Midlothian Community Hospital
Directorate:	Midlothian Health & Social Care Partnership
Operating Division:	Lothian Primary Care Division
Job Reference:	<b>038261</b>
No of Job Holders:	2

## 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

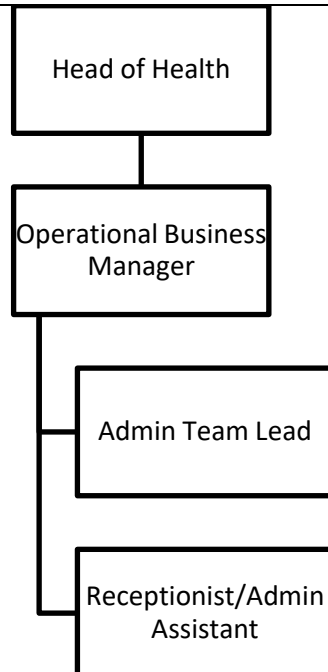
The postholder is responsible for the provision of administrative and clerical support to the Hospital Reception.

The postholder will be the first point of contact for patients, both face-to-face at reception and over the 'phone.

The postholder is also a member of the wider Midlothian administration team, which provides reception and administrative support to a variety of community services across Midlothian.

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

Reception provides administrative support to all departments within Midlothian Community Hospital with a wide range of duties.

The postholder will be first point of contact for patients both face to face and by telephone. You will provide meet and greet service for outpatient & x-ray department, therefore good communication skills are essential

Postholder will be required to book rooms and maintain diaries for room bookings.

Booking of transport for all departments.

Supplying hearing aid batteries as requested and maintaining a good stock of these.

Liaising with Facilities Management & Telecommunications and reporting faults when required.

#### 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 Act (1998) 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.

<b>14. JOB DESCRIPTION AGREEMENT</b>	
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: