

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	Secretary (Band 3)
Responsible to:	Health & Social Care Office Manager
Department(s):	Health & Social Care
Directorate:	Edinburgh Partnership SE Locality
Operating Division:	
Job Reference:	135878
No of Job Holders:	1

2. JOB PURPOSE

To provide secretarial, administrative and clerical support to staff member(s) within the service area.

3. DIMENSIONS

The Post holder will work within a small administrative team based within the Royal Infirmary of Edinburgh (RIE).

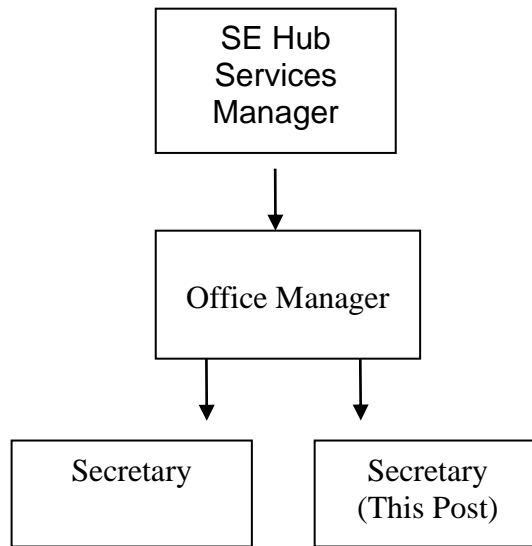
The team provides a comprehensive secretarial and administrative support to social work teams working within;

- RIE.
- Ferryfield House and Ellens Glen House - NHS Hospital Based Complex Clinical Care settings (HBCCC)
- Liberton Hospital and Findlay House - Intermediate Care Facilities (ICF)

The team also support hospital based social work staff rotating through the integrated locality hubs.

The post 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 social work teams operating within NHS facilities, form part of the wider Edinburgh Health & Social Care Partnership.

The teams are responsible for facilitating safe, timely and appropriate discharge from hospital.

The administrative team have responsibility for processing referrals for patients, requiring social work input across these sites, assisting with smooth and effective discharge.

The department deal with a wide range of enquiries from Professionals, patients, carers, staff and members of the general public.

The department also offers a walk-in service, where patients, family, carers and staff can present in person to obtain advice from the social work team

6. KEY RESULT AREAS

1. Provide an administrative/secretarial service to staff member(s) by producing a range of reports, correspondence, minutes, agendas, etc. as requested. This may involve copy and audio typing.
2. Acting as first point of contact for the staff member(s), responsible for managing mail, telephone calls, face to face and electronic communications from internal contacts and external agencies, responding where appropriate; prioritising and redirecting or escalating as required to ensure efficiency and effectiveness of service delivery.
3. Co-ordinate staff member(s) diaries as appropriate by arranging meetings as requested and ensuring there are no conflict of commitments.
4. Provide administrative support in the arrangement and coordination of events / meetings, e.g. selecting and organising venues and catering prior to the event, collating and distributing papers in advance, supporting registration of attendees.
5. Organise and/or attend department meetings as required and take minutes, specifying decisions made and appropriate follow-up actions required for subsequent approval by the senior member of the group.
6. Maintain and update established electronic and paper-based systems for the recording, storage and retrieval of information, ensuring housekeeping and archiving takes place regularly.
7. Data input to and / or extraction from databases or spreadsheets, reporting and producing correspondence as required by the service.
8. General administrative duties including filing, photocopying, stationery ordering and preparation and distribution of relevant department information.
9. When required, assist with the orientation of new / temporary staff including junior doctors and medical students and promote team working.
10. The post-holder may also be required to undertake supervision of and allocation of work to junior members of the administrative team.
11. Maintain confidentiality of all sensitive information as per the Data Protection legislation and adhere to all NHS Lothian policies.

12. Provide flexible cover and backup support for other members of the team as required.
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
- Printer
- Photocopier / Scanner
- Audio equipment / speech recognition transcription (where available)
- Telephone / Answering machine
- Shredder
- Laminator

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:

- Regular use of local electronic mail and office software systems to support the provision of an effective administrative service.
- Maintain and update established database systems, e.g. payroll, HR in support of the operation of the team.
- Maintenance of office filing systems (electronic and paper copies).

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

8. ASSIGNMENT AND REVIEW OF WORK

Working within agreed organisational and local policies, the post-holder is required to work independently and manage own workload, however can seek advice from the line manager / other team members when appropriate.

Work is generated by the administrative/secretarial needs of the service / line manager.

A review of work / performance is undertaken on an ongoing basis, with a formal review, appraisal and personal development plan in line with NHS Lothian PDPR systems.

Attend regular team meetings to discuss work issues.

9. DECISIONS AND JUDGEMENTS

The post holder will be required to prioritise workload and enquiries independently, resolving problems timeously and determining when to escalate to a senior member of the team.

Required to make decisions and judgements in relation to work priorities, e.g. diary management, ensuring effective use of the manager's time and preventing conflicting appointments.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Managing time effectively, prioritising work to meet competing demands and deadlines, and adjusting these as priorities change.

The diversity of the work and the range of different tasks required, e.g. challenges presented when coordinating diaries, organising events and meetings.

11. COMMUNICATIONS AND RELATIONSHIPS

Communication is a key part of the post and can be face-to-face, by telephone, in writing or electronically. The post holder will have access to confidential information and therefore will need to have a degree of tact and diplomacy to carry out the role and retain the trust of management.

The post holder will work as part of a team to ensure the secretarial / administrative needs of the department are met and that continuity of service delivery is achieved through efficient communication links with both internal and external agencies.

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

Physical Skills: Advanced keyboard skills requiring high degree of speed and accuracy.

Physical Demands: Sitting in a restricted position as a large percentage of work is computer based; also occasional requirement to distribute equipment for events.

Mental Demands: Concentration required when making telephone calls, typing, inputting data, minute taking / transcribing and dealing with enquiries. Frequent interruptions with telephone calls and occasional visitors.

Emotional Demands: Occasional exposure to typing correspondence of a sensitive / distressing nature.

Working Conditions: Continuous use of VDU; working within a busy office environment.

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

HNC/SVQIII in Secretarial Studies/Business Administration or equivalent experience.
Advanced keyboard skills.
Organisational, oral and written communication skills.
Good working knowledge of computer software packages.

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: