NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| 1. JOB IDENTIFICATION
 | Job Title | Administrative Assistant |
| Department(s)/Location | Childhood Immunisation Team / HV Service |
| Number of job holders | 5 |
| JOB PURPOSE* To provide a comprehensive secretarial and administrative support to the Children’s Immunisation Team and HV Team Leaders to ensure the smooth running of the Service
* To provide a comprehensive administrative support for various immunisation developments and data management systems including central mailbox information
* Assist the Team Leader/Service Lead with support from Admin Leads to plan school immunisation sessions across Tayside being the point of contact for schools, pharmacy and child health colleagues
* Supported by the Admin Lead, be responsible for ordering of stationary and specialist supplies via PECOS to support immunisation sessions across Tayside
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| ORGANISATIONAL POSITIONSenior Nurse Health Visiting Dundee /Children’s Immunisations / Child Health DeptService Lead/Development ManagerTeam Leader Childhood ImmunisationsAdministrative SupportCo-ordinatorTayside Child Health Co-ordinatorPA/ Team AdministratorChild Health SupervisorsAdministrative Assistant(This post) |
| SCOPE AND RANGE* To deliver high quality administrative support to the Childhood Immunisation Team
* To work in partnership with colleagues within the Child Health Department and Health Visiting Service to support delivery of patient focused services
* To have ability to work on own initiative and make decisions where appropriate
* To ensure all enquiries are dealt with efficiently to enhance the profile of the service
* Ensure patient and staff information is filed appropriately in records and confidentiality is followed
* To link with the Service Lead/Development Manager and Immunisation Team Leader, Pharmacy and the wider Child Health Team to aid planning of school immunisation sessions across Tayside
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| MAIN DUTIES/RESPONSIBILITIES1. Provide a comprehensive secretarial and administrative service using electronic and word processing equipment, including the use of Microsoft Excel, Word, Powerpoint, Intranet/Internet and Email
2. Liaise with colleagues within NHS Tayside and partner colleagues outwith NHS to support planning of immunisation sessions across Tayside, being the point of contact for Education colleagues to formalise dates for sessions
3. To manage and plan the diary of the Team Leader / Charge Nurses efficiently and be responsible for arranging appointments/meetings, booking venues and refreshments, if appropriate.
4. Prepare and type, letters, memos, reports, e-mails, etc as requested
5. In liaison with Team Leader / Charge Nurses, prepare agendas and draft minutes of meetings for subsequent approval and distribution, ensuring that appropriate activities and/or correspondence are actioned.
6. Deal with routine telephone and personal enquiries providing a focal point for internal and external communications and ensuring that messages and information received are properly and efficiently relayed.
7. Assist with routine and non-routine clerical duties, e.g., opening and distribution of incoming mail, preparation and processing of outgoing mail, photocopying and distribution of communications both electronically and through internal mailing system.
8. Assist with the implementation and maintenance of the departmental and central filing and central email box system to facilitate access to and retrieval of information and correspondence quickly and efficiently.
9. Responsible for carrying out monthly Health & Safety checks within Ryehill Health Centre, ensuring that any issues/risks are reported to the relevant Managers in accordance with NHS Tayside policy.
10. Responsible for implementing and maintaining Training database for Immunisation and Health Visiting staff, to ensure that accurate information can be retrieved efficiently and timeously for the Managers.
11. Assist in the organisation of in-house training including arranging venues and co-ordinating bookings for staff due training updates.
12. Responsible for distribution of pay slips and updating SSTS with all leave as directed by SOPs and following approval by management.
13. Checking and summarising immunisation and Health Visiting activity figures to provide monthly and yearly statistics for Information Services Division and Community records.
14. Type communication including recruitment, engagement, termination, retiral, maternity and ongoing Human Resources documentation, amending/updating letters as directed by Management/Admin Lead.
15. To plan annual leave with other administrative staff in the department and provide relief cover during periods of absence.
16. To participate in annual appraisals and the development of Personal Development Plans.
17. Training of junior staff as and when required.
18. Adhere to all local and NHS Tayside Health and Safety Policies and Procedures and be aware of their impact on others.
19. Comply with all Data Protection and IT Security Policies and Procedures and be aware of their impact on others and be aware of the NHS Staff Governance Standards and ensure that duties undertaken comply with staff governance.

Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers. |
| 6. COMMUNICATIONS AND RELATIONSHIPS* Excellent interpersonal and communication skills, written and verbal, by telephone and e-mail, formal and informal, are required.
* Contact is made with staff at all levels within NHS Tayside and Partnership Services.
* The postholder will be required to liaise with organisations outwith NHS Tayside, as well as patients/relatives/carers.
* Be aware of sensitive nature of the topics discussed – use tact and diplomacy, e.g. dealing with complaints including both staff and members of the public, staff grievances.
* An understanding, acceptance and adherence to the need for strict confidentiality is essential.
* Close working relationship with members of department.
* Ability to communicate effectively at all levels ensuring that consideration is given to lifestyle, gender and cultural backgrounds.
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| 7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB* Educated to SVQ Level II, in Administration with 2 years’ relevant administrative/secretarial experience, preferably in an NHS setting, or equivalent

**or*** Previous administrative/secretarial experience in the NHS or similar working environment.
* Proficient IT knowledge with specific experience in the use of Word, Excel, Powerpoint software packages and accurate keyboard expertise.
* Numeracy and statistical skills.
* Effective interpersonal and communication skills.
* Good organizational and prioritisation skills.
* Team player with the ability to work with a degree of autonomy.
* Ability to work under pressure and to meet deadlines.
* Knowledge and experience of communication systems including use of e-mail facility, telephone system and intranet.
* Minute/note taking and transcribing skills would be desirable.
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ESSENTIAL ADDITIONAL INFORMATION

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| 8. SYSTEMS AND EQUIPMENT* Advanced keyboard skills.
* Advanced use of Microsoft Office including Word and Excel
* NHS Email
* Staffnet
* SSTS
* PECOS
* Microsoft Teams
* Office filing systems.
* Electronic data storage.

**Responsibility for Records Management**All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| 9. PHYSICAL DEMANDS OF THE JOBPhysical Demands* Requirement to maintain static position when working for prolonged periods of time at the computer and repetitive movement related to keyboard skills
* Requirement to lift boxes of stationery, supplies etc
* Ability to operate office equipment effectively and safely

Mental Demands* The postholder will require to have the ability to work under pressure and to tight deadlines, therefore, the need for speed and accuracy is essential.
* The work pattern is unpredictable depending on the demands from the Managers/Service and priorities can change at very short notice.
* The workload is subject to constant interruptions and requests for formal and informal advice are frequent by telephone and in person.

Emotional Demands* The postholder may occasionally directly receive aggressive verbal communication in person or by telephone, e.g., patient/client complaints.
* The postholder will, on occasion, have initial contact with staff dealing with grief, bereavement or emotional stress (weekly, on average).

Environmental Demands* More or less continuous use of DSE.
* Shared office can lead to noisy difficult working conditions causing frequent interruptions and stress.
* To ensure compliance with NHS Tayside operating policy the postholder is required to undertake relevant Management of Aggression, Back Awareness and DSE risk assessment training.
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| 10. DECISIONS AND JUDGEMENTS* The postholder works directly with the Administrative Leads who will provide support
* Have the ability to prioritise own workload and manage own time.
* Use own initiative, with minimal supervision.
* Demonstrate a high level of confidentiality and discretion at all times.
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| 11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOBMeeting personal deadlines and Service requirement while dealing with constant interruptions.Prioritising own workload and communicating all necessary information to Managers, and other department staff.Ability to multi-task as demand requires ensuring workload is completed to appropriate standard. |
| 12. JOB DESCRIPTION AGREEMENT The job description will need to be signed off using the attached sheet by each postholder to whom the job description applies. |