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| 1. JOB IDENTIFICATION
 | Job Title | Business Assistant |
| Department(s)/Location | Facilities Directorate |
| Number of job holders | 1 |
| JOB PURPOSE* Participate in the provision of comprehensive administrative support for the Fleet Management function.
* To process and produce data in relation to NHS Tayside’s fleet
* Maintain IT systems for service e.g. Tranman System, SSTS, Diaries, Room Bookings
* Support Fleet Management team in the use of IT systems eg Microsoft Office Packages, Microsoft Teams, Digital dictation, PECOS, SSTS.
* Provide an administration service to NHS Tayside Wide – commercial vehicle log sheets
* Ability to work on own initiative and make decisions where appropriate.
* Assist in the booking of pool cars
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| ORGANISATIONAL POSITIONHead of Soft Facilities Systems & Performance ManagerAdministrative AssistantTransport Fleet Officer**BUSINESS ASSISTANT (This Post)** |
| SCOPE AND RANGEThe post holder is a member of the Facilities support team and will be responsible for the provision of a high quality comprehensive and modern administration service. As a member of the Facilities Support Team the post holder will:1. Manage and maintain Tranman System
2. Consult with colleagues in the fleet management team regarding reported issues with fleet vehicles.
3. Assist in booking of pool cars
4. Provide a comprehensive secretarial support service including, room bookings, drafting and typing of letters, reports, etc.
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| MAIN DUTIES/RESPONSIBILITIESMay include:1. Provide first point of contact, dealing with telephone and face to face enquiries from staff regarding fleet vehicle queries
2. Provide a comprehensive secretarial and administrative service including, typing, filing, photocopying and the composition of letters, the use of management information systems and e-mail. This also includes managing mail, opening and distributing, responding and directing/prioritising where appropriate.
3. Ensuring all requests are approved by the authorised signatory
4. Responsible for implementing and maintaining various IT systems used in fleet management, mainly Tranman and Motor Insurance database
5. Provide information and produce reports when required
6. Occasionally provide cover for the Departmental Secretary.
7. Comply with all relevant NHS Tayside and NHS Scotland National Policies/Procedures, including Data Protection and IT Security.
8. Be aware of Health and Safety issues and actively promote good working practice and risk management skills to identify actual and potential risks and action/report appropriately
9. Ensure that all work is undertaken to the quality standards defined in line with NHS Tayside Corporate Policy.
10. Your performance must comply with the national Mandatory Induction Standards for Healthcare Support Workers in Scotland 2009 and with the Code of Conduct for Healthcare Support Workers.
11. Monitor and provide a comprehensive support service in the management of Pool Cars including :
* Tyre Checks
* MOT’s
* Valeting
* Any other Vehicle Checks Required
* Develop and maintain a database for authorised drivers, liaising with staff to ensure details are updated on an annual basis.
* Develop and maintain spreadsheets to collate information of monthly pool car use
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| COMMUNICATIONS AND RELATIONSHIPS1. Contact is required with all staff levels within NHS Tayside and external agencies, and it is essential that the postholder can communicate effectively and confidently through written correspondence (e.g. reports, minutes, routine letters) as well as demonstrate strong verbal communication skills.
2. Liaise with other members of admin staff to ensure appropriate cover during breaks and to ensure appropriate information is passed on during any handover.
3. Link with other pool car administrators within Fleet Management, to ensure service provision is maintained during periods when a car is taken “off service” due to technical issues.
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| KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**Educational Requirements**Good standard of general education with HNC/SVQ III or equivalent in office or business administration or equivalent knowledge gained through experience. **Skills and Knowledge**Previous admin/secretarial experience, preferably within NHS or similar environmentAbility to understand a electronic appointment systemAbility to understand and interrogate Software to generate reports.Fast and accurate typing and keyboard skills with meticulous attention to detail and high level of admin accuracy Sound knowledge and experience in MS Office (Word, Excel, Powerpoint), and email.Highly effective communicator – both oral and written with excellent interpersonal skills including ability to influenceExcellent time management skillsAbility to work under pressure in a high paced environmentGood understanding of confidentiality, including data protection and patient confidentialityExcellent organisational skillsAbility to work independently and as part of a team |
| 1. SYSTEMS AND EQUIPMENT

Manual and electronic diary systemsIT Systems: * Computer desktop/keyboard/mouse
* Tranman System
* Microsoft Word, Excel, PowerPoint, TOPAS/TRAKCARE, WinScribe Pro and e-mail
* Printer, Photocopier
* Audio/dictating equipment
* SSTS
* PECOS
* CISCO Unified Communication System
* Video/tele-conferencing equipment
* Other IT systems relevant to location.
* General office systems ie telephone including mobile telephones, laminator, copying and filing

**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. |
| PHYSICAL DEMANDS OF THE JOB Physical Effort* Requirement to maintain static position when working for prolonged periods of time at the computer and repetitive movement related to Keyboard skills
* Moving and handling in relation to movement of stationery, reams of paper, vehicle keys

 **Mental Demands – repeated regularly on a daily basis*** Maintain high levels of concentration when extracting report data from IT systems.
* Prioritise own workload on a daily basis and adjust in response to crisis and competing deadlines
* Constant interruptions from staff and visitors to the office, including receipt of phone calls
* Daily requirement to demonstrate tact and diplomacy to a wide range of professionals and service users.
* Demonstrate flexibility to the demands of the environment including unpredictable work patterns, deadlines and interruptions.

 EmotionalStress is encountered in mild and moderate levels due to impending unplanned deadlines for non allocated work. Confidentiality, security, diplomacy and discretion are required at all times. |
| DECISIONS AND JUDGEMENTS1. Working without direct supervision, using discretion over own workload, prioritising on a daily basis to meet competing management/service demands, in accordance with departmental procedures. Line Manager is available to advise on more complex matters.
2. Initiative is required to ensure information is communicated in an appropriate and effective manner.
3. Working environment prone to constant interruptions
4. Managing time effectively.
5. Adapting to frequent organisational/service change.
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| MOST CHALLENGING/DIFFICULT PARTS OF THE JOB1. Dealing with a range of enquiries and demands on workload whilst juggling priorities ensuring timely delivery of tasks
2. Dealing with challenging conversations
3. Ability to multi task as demand requires ensuring workload is completed to appropriate standard and within required timescale
4. Meet tight deadlines in line with service demands
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