



SCOTTISH AMBULANCE SERVICE
JOB DESCRIPTION

1. JOB IDENTIFICATION	
JOB TITLE	Administration Assistant
JOB DESCRIPTION REFERENCE	
DEPARTMENT	Education Professional Development Department
NO OF JOB HOLDERS	3
DATE JOB DESCRIPTION AGREED	

Notes
<i>Terminology in job descriptions may change over time. This does not invalidate the job description and is only required to be updated when the entire job description is under review</i>
<i>Please refer to job description guidelines before completing a new job description</i>

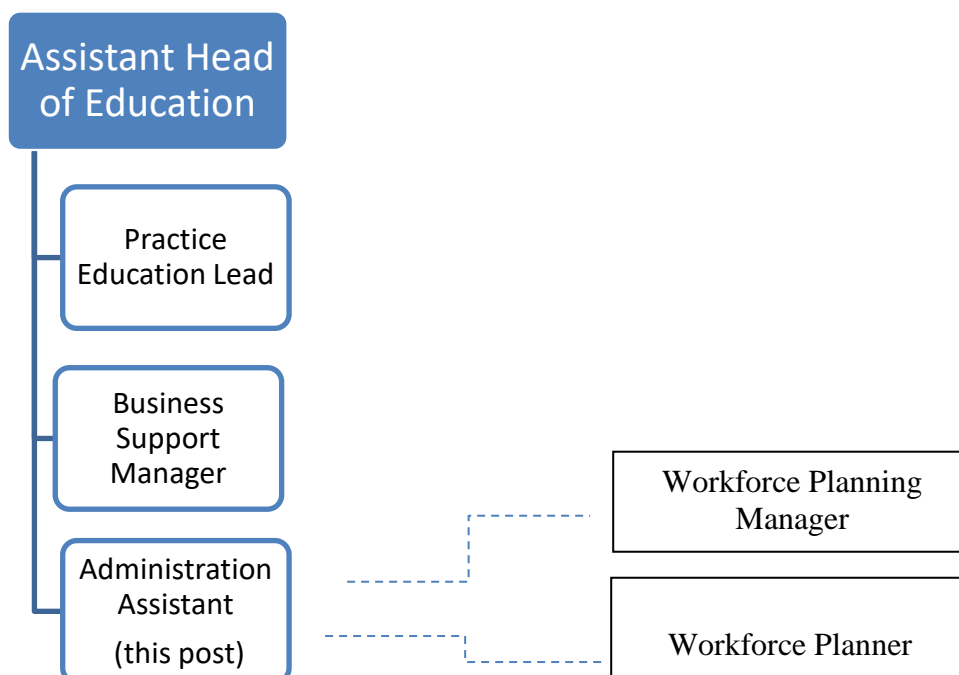
2. JOB PURPOSE

- To provide an effective and comprehensive level of administration support.
- To ensure the most suitable placements for supernumerary BSc students through careful planning and organisation.
- To upload the placements onto the Global Rostering System (GRS)

3. DIMENSIONS

- Provide all Students with notification of operational shifts within their placement period.
- Ensure students are fully supported by Practice Education, by utilising all available resources.
- To liaise with Practice Education Leads to ensure Students are correctly rostered.
- To provide accurate information and reporting on placement related activities to: The Practice Education Lead, Operational management and other relevant departments within the Service.

4. ORGANISATIONAL POSITION *(organisational charts can be included as an appendix if preferred)*



5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

1. Prioritise the information from phone calls, emails and other correspondence in order to deal with it efficiently and effectively.
2. Deal politely, efficiently and act with professionalism with callers by phone, email or other personal contact.
3. Responsible for the arranging of suitable student placements with named Practice education Mentors and adjusting to account for staff annual leave, absence, or training, which can be complex.
4. Alter and update placement planning in order to provide the best student learning opportunities, in conjunction with the demands on the service, whilst attaining optimum use of Practice Education Mentor support.
5. Provide an efficient level of clerical support in the Practice Education Team including: maintaining records, minute taking, typing correspondence, photocopying and using all forms of communication.
6. Report to the Practice Education Lead to maintain a correct and accurate flow of information regarding student absence and adjustments to placements.
7. Re-prioritise throughout the day as circumstances change.
8. Carry out any other reasonable and appropriate duties as may be required by Practice Education Lead.
9. Assists Practice Education Lead, as required with risk assessment of tasks carried out and ensures that safe working practices are followed at all times, in line with Service policy and current legislation.
10. Ensures that any accidents, near misses or hazards are reported immediately as per Service requirement.

6 EQUIPMENT AND MACHINERY

- Computer: GRS specialised system, Word, Excel, Email, Intranet and Internet.
- Fax Machine: For faxing information to Stations and other departments within the service.
- Printer: Used for printing documents within the department.
- Telephone Systems: Incoming and out-going calls.
- Photocopier: For copying documents for the department.

7. SYSTEMS

- GRS specialised software which includes databases for planned placement dates, Practice Education Mentor availability, student absence, and other
- Microsoft Teams, SharePoint, Outlook, Word and Excel.

8. DECISIONS AND JUDGEMENTS

- Takes on responsibilities from the Practice Education Lead to input planned Placements and to make necessary changes to said placements, to cover Practice Education Mentor annual leave and absence.
- Confidentiality at all times dealing with Practice Education Mentor and/or student absence, which can be sensitive.
- Have the ability to work on own initiative.
- To make qualified decisions with the use of the GRS system regarding issues with planned placements i.e. special leave, annual leave, sick leave and planned training courses.

9. COMMUNICATIONS AND RELATIONSHIPS

- Communicate with all levels of staff and students as required
- Communicate with all stations within the Division regarding for example, rosters, annual leave and sick leave.
- Tact and diplomacy is required at all times, when dealing with very sensitive issues.

10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

- This post is Office based. Keyboard skills required with emphasis placed on accuracy.
- The mental demands of this post are of a high level of concentration, this is frequently interrupted by Practice Education Mentors and/or student enquires where the post holder will have to change tasks.
- The emotional demands revolve around Practice Education Mentors and/or students booking off with sick leave or special leave, this may be due to a bereavement or personnel issues which are of a sensitive nature, where staff confide in the post holder.
- The post holder must be able to show empathy to the Practice Education Mentor and/or Students who contacts the Workforce
- Planning when resolving placement issues that are raised.
- Good interpersonal skills are required as is maturity and tolerance

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- The most challenging and difficult part of the job is the accurate completion of the shift rosters taking in account annual leave, sick leave and training courses.
- The day-to-day challenges of short notification staff call offs due to, sick leave or special leave, and still maintain fully rostered students with Practice Education Mentors.

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

- At least 2 years' experience in an Admin and Clerical position or Workforce Planning.
- Educated to the level of SVQ3 in Admin or equivalent.
- Awareness of the Data Protection Act for dealing with staff issues i.e. sickness.
- IT skills to carry out the use of the GRS Software.
- Keyboard skills of a minimum 35 words per minute, with a high degree of accuracy.

13. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date

Head of Department Signature:

Date