**NHS GREATER GLASGOW & CLYDE**

**BAND 3**

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| 1. **JOB IDENTIFICATION**   **Job Title: Business Support Assistant**  **Responsible to: HSCP Lead Pharmacist**  **Department: NHS GGC- Pharmacy services**  **Directorate: Renfrewshire HSCP** |
| **2. JOB PURPOSE** |
| The post forms part of the Renfrewshire HSCP Pharmacy Team and provides comprehensive administrative and business support to a range of community clinical services. The post-holder will contribute significantly to achievement of the role of the service through efficiently carrying out a variety of administrative and secretarial tasks.  The post-holder works independently for much of the time managing calls, emails, rotas, patient appointments and diary time on behalf of the team. The post-holder will be required to deal with referrals and enquires through a single of point of access and also support the generic functions and duties administered within the wider business support section as required. |
| **3. ROLE OF DEPARTMENT** |
| The Pharmacy and Prescribing Support Unit has its organisational base in Corporate Services and provides services to the entire NHS GG&C system, including Acute Division, Health and Social Care Partnerships, Mental Health Partnership, Prisons, Police Custody Suites and the NHS Board. |
| **4. ORGANISATIONAL POSITION** |
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| **5. SCOPE AND RANGE** |
| Provision of a confidential, comprehensive and varied administrative and business support service to the multi-disciplinary/clinical team.  The post-holder is required to use initiative and resource while exercising a high degree of confidentiality, diplomacy and tact. This includes operation of the single point of access.  The post-holder is required to have proficient communication skills, including responding to calls from patients with communication impairment. They are required to ensure that information is passed on accurately and timeously to the multi-disciplinary team.  The post-holder operates within pre-determined procedures and parameters and is required to act independently, prioritising work with periodic review from supervisor. |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| Under the general management of the Assistant Business Support Manager the post-holder will be expected to undertake most or all of the following responsibilities:-  **General**   1. Provide a high quality administrative and business support service to the multi-disciplinary/clinical team 2. Deal with telephone and face-to-face enquiries as received, providing information as required. Direct and prioritise enquiries as appropriate. 3. Receive visitors (including patients and members of the public) to the premises in a polite and helpful way in accordance with local procedures. 4. Book rooms using electronic or paper formats and ensure that rooms are set up appropriately 5. Using electronic patient management system, arrange and amend appointments for patients both face to face and by telephone. 6. Book interpreters |
| **Mail**   1. Receive and arrange the distribution of mail. 2. Process mail for despatch using the appropriate method e.g. internal, royal mail or courier. 3. Monitor generic e-mail accounts for the multi-disciplinary/clinical team as required and take appropriate actions 4. Receive deliveries and ensure that they are passed to the appropriate recipient.   **Production of Material**   1. Type a variety of documents (correspondence, reports, presentations) from a variety of sources (including audio) with a high degree of accuracy. 2. Accurately input clinical and non-clinical data which may include outcome of attendance and making arrangements for onward referral. 3. Undertake photocopying/scanning as appropriate and circulation of material.   **Meetings**   1. Collate papers for meetings on a timely basis. 2. Assist in making arrangements for meetings/events including booking venue, arranging room layout notifying participants, issue of agenda and supporting papers, drafting of minutes and their circulation. Undertake any necessary follow up action as directed.   **Records/Systems Management**   1. Operate the single point of access for the multi-disciplinary/clinical team and ensure that referrals are processed and tracked in accordance with established procedures under the direction of the Multi-disciplinary Clinical Co-ordinator / Team Leader. 2. Keep records of the issue of keys and loan of equipment to staff members and ensure that valuable items of equipment are kept secure when not in use. 3. Compile records of attendance, absence and sickness for designated staff using paper or electronic systems e.g. SSTS, EESS. 4. Extract, collate and summarise performance monitoring activity data and prepare reports as required for absence management information. 5. Maintain and keep up to date relevant filing systems (including electronic database systems). This may include professional registrations and medical parking permits. Required to bring to management attention any anomalies/failings of the above. 6. Co-ordinate designated rotas to ensure the effective cover of the service and escalating as required 7. Administer / co-ordinate training programmes as directed.   **Procurement**   1. Responsible for recording procurement processes e.g. preparing (paper or electronic) indents for approval, recording and monitoring the process of procurement. 2. Responsible for ordering supplies and for stock control, including ordering uniforms and patient equipment as directed. 3. Cash handling in accordance with Standing Financial Instructions.   **Staff Responsibilities , Health & Safety**   1. Ensure familiarity with all office equipment to enable safe operation of that equipment. 2. Responsible for own health and safety arising from immediate work area and in respect of others to the extent of reporting any defects to line manager and taking reasonable precautions to reduce harm to others. 3. Respond to alarm activations in accordance with agreed protocols. 4. Responsibility for supporting other administrative staff within the department as a colleague, in providing cross cover on an agreed basis across the area.   **Complaints / Feedback**   1. To deal effectively and sympathetically with patient feedback, comments, concerns and complaints in accordance with the NHSGG&C Complaints Policy. 2. Provides information and advice to patients and others on NHS complaints and feedback arrangements. Responds directly to straightforward enquiries or refers matters for consideration by clinical staff/service managers. If required can assist others to record their complaint /feedback. |
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| **8. DECISIONS AND JUDGEMENTS** |
| The post-holder will receive supervision as required and will generally operate within established procedures and processes. Guidance and support is available on a daily basis if required.  The post-holder will determine from established procedures those matters which should be brought to the attention of the line manager and those which can be undertaken independently by self or other multi-disciplinary team members.  The post-holder will have regular ongoing contact with line manager, including twice yearly KSF review. |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| The post-holder will work with a wide range of individuals including:-   * clinical staff from a range of services * senior managers and staff from other departments * Visitors to the offices, including patients, families and members of the public * Representatives of External Agencies (whether these be Consultants, Contractors, Local Authorities, Voluntary Area, Other Health Bodies, Professional bodies)   Communication will be predominately by telephone or face to face, and via e-mail.  The post-holder will require tact and understanding in responding to individuals with communication difficulties. They may occasionally have to respond to individuals who are upset or antagonistic.  Communication will aim to develop good future working relationships and promote a positive view of the department they represent. |
| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical**   * Moving and handling e.g. client records, packages etc. * Use of key board and VDU for prolonged periods. * May be required to travel between locations.   **Mental**   * High degree of concentration when concentration/attention to detail when typing reports or inputting data. * Frequent interruption to work during planned working day   **Emotional**   * Emotional impact of dealing on a regular basis with distressed/aggressive clients and dealing with competing priorities. * May be subject to verbal abuse. * Required to react sensitively to distressed staff or public.   **Environmental**   * Generally within standard office environment but travel to other locations may be required. |
| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| Managing time effectively and prioritising workload where there may be interruptions to planned activity and conflicting demands on time.  Effective interaction with patients and other members of the public. |
| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| **Experience / Qualifications**   * Must be able to demonstrate competence in the use of range of computer packages evidenced by experience or formal qualification e.g. ECDL * Must show knowledge of working in an office environment and of operation of office equipment and systems. * Conversant with office procedures and systems and able to demonstrate prior experience of working in a secretarial or administrative role.   **Specific Skills/ Knowledge**   * Must be able to demonstrate advanced keyboard skills. * Must be able to demonstrate proficient audio typing skills. * Good command of verbal and written English. * Thorough knowledge of own department and organisation gained through prior experience within the organisation, induction, or period of orientation. * Should be willing to participate in short courses or more formal training opportunities to improve skill level e.g. through achievement of SVQ in Administration at Level 2 or 3. * There will be an on-going requirement to have a personal development plan agreed with the manager which will include participation in training and development to develop and update skills as service develops and evolves. * Organisational skills, including ability to deal with a range of non-routine tasks, apply problem solving skills and ability to manage conflicting demands.   **Personal Attributes**   * Team player * Attention to detail * Highly motivated and enthusiastic * Time management skills |