|  |  |  |
| --- | --- | --- |
|  |  |  |

# JOB DESCRIPTION

**1. JOB DETAILS**

Job Title: **Administration Officer**

Immediate Senior Officer/Line Manager: PA and/or Office Manager

Department(s): Business Services (Administration)

Strategic Business Unit: Strategy Governance & Performance

**2. JOB PURPOSE**

To provide, as part of a team, a comprehensive, confidential administrative service within Public Health Scotland (PHS).

|  |
| --- |
| **3. DIMENSIONS**As part of PHS’s administration services team, the post holder will undertake and take responsibility for delegated duties when providing a confidential administration support service for service area(s) within PHS. This includes outposted staff located across Scotland. The post holder will take responsibility for delegated duties in additional to providing resilience across other areas as required.The post holder will have no line management responsibilities or control any budget. |

|  |
| --- |
| 4. ORGANISATIONAL CHARTPrincipal Information Development ManagerSenior Management Business Manager PA to Director/ PA/Office Manager/Group Admin ManagerPA/Administrator orTeam Coordinator**Administration Officer** |

|  |
| --- |
| **5. ROLE OF THE DEPARTMENT**Public Health Scotland is responsible for leading and enabling the drive to improve health and wellbeing and reduce health inequalities across Scotland.Public Health Scotland will make important contributions to the development, implementation and evaluation of health in all national and local policies. The organisation will work across a wide range of topics and settings with many partners and customers, including the Scottish Government, Local Government, other NHS Boards, academia, the commercial sector and the voluntary sector. At the same time, the organisation will focus leadership and expertise on those aspects of health and health inequalities where there is the greatest potential for improvement and where the organisation’s skills and resources can give the most added value.PHS is a values driven organisation and we expect all our staff to role model our values in everything they do. **Diagram  Description automatically generated**The role of the Strategy, Governance and Performance (SGP) Directorate is to lead in the development, implementation, assessment and improvement of our Strategic Plan – a Scotland where everybody thrives, through annual operational plans, directorate plans and the delivery of our Transformation plan.The directorate provides critical internal and external functions for Public Health Scotland with responsibility for strategic planning, performance, marketing, communications and resources (people, finance and infrastructure) and drives the organisation to deliver, with impact, an ambitious transformation. |

|  |  |
| --- | --- |
|

|  |
| --- |
| **6. KEY RESULT AREAS*** + The post-holder is responsible for arranging and co-ordinating diary appointments, managing mailboxes and distribution lists, and organising meetings including catering requirements. Dealing with telephone enquiries using own discretion and initiative, filter and direct calls, relay messages promptly and efficiently. Investigate possible travel itineraries and co-ordinate arrangements where necessary. Take notes or actions at internal meetings. All work must be to a high standard and completed within agreed timescales.
	+ Act as first point of contact for customer queries and deal within agreed timescales, this includes both internal and external.
* Use the requisitioning system PECOS to raise and receipt purchase orders with self authorisation up to the authorised amount. Follow PHS Standing Financial Instructions and when appropriate liaise with budget holder and local finance team.
* Organise and maintain an efficient filing and retrieval system ensuring that all necessary information is quickly and easily accessible and confidential records and documents are dealt with in accordance with the Data Protection Act and NSS policies on Records Management.
* Monitor generic email inboxes as well as own, to ensure requests are dealt with quickly and efficiently. Deal with telephone calls in a professional manner, filter and direct calls, relay messages promptly and efficiently, and resolve any issues as appropriate. Deal with the distribution and redirection of incoming mail.
* Maintain and support administration of various electronic databases and systems e.g. entering and verifying data.
* Support colleagues within team by developing, maintaining and documenting standard operational procedures relating to security, hospitality arrangements, data collection processes, ensuring procedures are accurate and up-to-date. Contribute to divisional groups regarding changes in procedures, e.g. as a result of changes to security or data protection legislation, ensuring these procedures are applied within own area. Develop and implement procedures to ensure efficiency of the project administration.
* Provide general administrative support to other staff within the group and resilience to other areas of PHS as required.
* Provide cover within the team as and when required ie to ease workloads and/or cover absences. Assist with short term projects as instructed by the PA to Director/Office Manager/Group Admin Manager.
 |

 |

|  |
| --- |
| **7. ASSIGNMENT AND REVIEW OF WORK and DECISIONS AND JUDGEMENTS**The post-holder will participate in the formal Knowledge, Skills & Framework (eKSF), and will take a pro-active approach in the formulation of a personal development plan to ensure their skills and knowledge are continually developed. Objectives will be set throughout the year and mutually agreed with the line managerPHS operates within a matrix management structure and although the post-holder is formally line managed by the PA/Office Manager/Group Admin Manager, they will also be assigned work to support administrative requirements. Primarily the work/project manager may assign work and establish a broad framework for the post holder. The post-holder identifies the main areas requiring attention on a day-to-day basis and prioritises work accordingly, using their initiative. Members of the Team may generate work, consultants working in the programme/team and members of Group may also generate work. The post-holder will follow PHS administration procedures. Advice and guidance are available from line manager and/or work manager, if required.The post-holder continuously reviews his/her own work to ensure satisfactory standards are maintained. Work is appraised and reviewed by both the line and work Manager on an on-going basis. The post-holder is expected to anticipate, resolve and take the decision to escalate problems arising from day-to-day work. Advice and guidance are available as required. The work/project Manager (by nature of his/her role) is often out of the office and therefore the post holder is expected to work unsupervised. |

|  |
| --- |
| **8. COMMUNICATIONS AND RELATIONSHIPS**InternalThe post-holder will work with members of staff across the various groups within PHS, and as such verbal communication and excellent interpersonal skills are essential.There is also face-to-face communication, email, and telephone contact with all levels of staff within PHS as well as regular contact with various shared services from National Services Scotland (NSS).The post-holder will be expected to uphold PHS’s code of conduct in relation to Values and Behaviours,ExternalEstablishment and maintenance of effective communication links with key stakeholders is an essential part of the post. These stakeholders include the Scottish Government (SG), Senior Managers across NHS boards, universities, local authorities, public statutory bodies and members of the public.Communications with stakeholders to coordinate enquiries/responses and maintain accurate contact details. Communications are carried out via telephone, email, and postal mail. |

|  |
| --- |
| **9. MOST CHALLENGING PARTS OF THE JOB*** Managing conflicting priorities to meet deadlines in a fast-paced, challenging environment.
* Dealing with unpredictable interruptions by means of a flexible approach.
* Dealing with varying demands from different workstreams.
 |

|  |
| --- |
| **10. SYSTEMS**The post-holder will be required to maintain electronic, data and manual filing systems in accordance with NSS Record Management BCS procedures. * Efficient use of MS software - O365, Teams, Word, Excel,PowerPoint, Outlook, Shareapoint etc in order to:
	+ Create and maintain efficient filing and retrieval system, both paper based and electronic;
	+ Efficiently manage Microsoft Outlook.
* Use of Intranet and Internet.
* Various PHS systems e.g. purchasing systems such as PECOS, HR systems such as eESS etc & microsites.
* The post holder is responsible for setting up, maintaining and developing a number of databases using appropriate MS Office software. The generation and inputting of data into these systems requires accuracy and attention to detail. From all systems, the post holder will generate reports for use by management and / or other appropriate team members.
* Set up and maintain manual and electronic filing systems for Service Area(s) and senior members of staff in accordance with PHS Record Management Business Classification Scheme Procedures.
* Maintain the department printers, arranging parts and maintenance checks as required.
* Maintain central pool of laptops and projectors, for use by all staff as required, ensuring assets are stored securely and a booking mechanism is maintained for staff access.
* Using the MASS booking system ensure appropriate meeting rooms are booked, visitors logged and catering ordered if required. If required ensure the room video conferencing and telephone equipment are set up. Record requests with facilities for replacement, repair and maintenance of issues with equipment within service area and ensure they are actioned.
 |

|  |
| --- |
| **11. PHYSICAL, MENTAL, EMOTIONAL EFFORT**Physical EffortDaily requirement for sitting/inputting/working at workstation for substantial periods of time 3-4 hrs (i.e. the majority of the work day) with appropriate VDU breaks.Mental EffortConcentration for hours at a time whilst carrying out daily tasks, ensuring that information is being processed accurately. There is a requirement to remain alert for extended periods of time to check documents, take notes/ actions at internal meetings (approx 2-4 hours). There is unpredictability in this role for interruptions by other team members to satisfy possible urgent work requirements. There is a requirement for the post-holder to respond to requests as directed by the PA/Office Manager/Admin Manager.Emotional EffortExposure to distressing or emotional circumstances is rare. However, due to the nature and demands of the group work, the jobholder may find that at certain times demands placed on them within tight timescales could cause a degree of pressure. The post-holder works within an open plan office, with attendant background noise / distraction. |

|  |
| --- |
| **12. ENVIRONMENTAL/WORKING CONDITIONS & MACHINERY AND EQUIPMENT**Standard office conditions and equipment. Required to maintain stationery stocks which may require some lifting, (weekly, various items weighing up to 10 kilo per item) Required to change printer toners/cartridges, twice per month on average.Required to change recycled and confidential waste paper bags as necessary.The post holder works within an open plan office environment, with background noise and will require to maintain good concentration.Operation and simple maintenance of office equipment: telephone, computer (VDU), photocopier/printer, binding and laminating machines, audio equipment. |

|  |
| --- |
| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB*** The post holder should be educated to at least A / Higher Grade level.
* High level of competence in office administration, excellent telephone and communication skills, personal organisation, initiative and time management skills. Experienced in administration support and have experience in a busy working environment.
* Advanced keyboard skills – good and accurate typing speed is essential. Requires good command of verbal and written English.
* Good working knowledge of Microsoft Office, in particular outlook, word and excel (access and powerpoint experience would also be helpful but not essential. Evident by experience or formal qualification eg ECDL
* Required to work both on own and as part of a team. Flexibility, adaptability and a good sense of humour are essential.
* The post holder should demonstrate a commitment to personal development through participating in short courses or where appropriate more formal training opportunities to improve their skills. For example, if appropriate work towards the appropriate level of SVQ.
* An understanding of the NHS Scotland and/or experience working in a healthcare environment would be advantageous
 |

|  |  |
| --- | --- |
| **14. JOB DESCRIPTION AGREEMENT** |  |
| Job Holder’s Signature: | Date: |
| Head of Department Signature: | Date: |
| HR Representative’s Signature: | Date: |