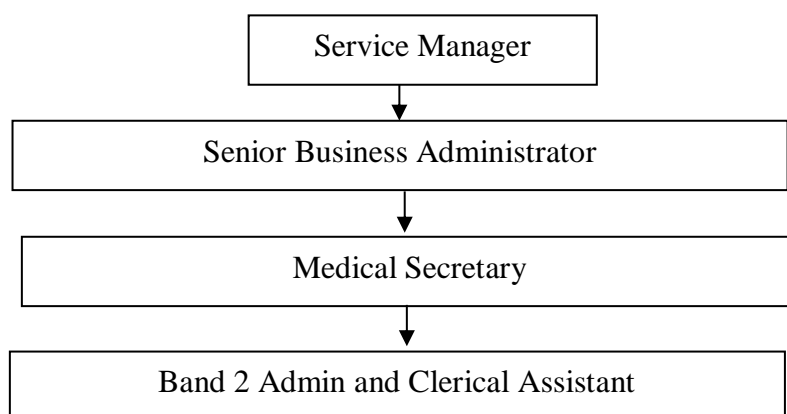


HR Use Only	
Job Ref:	Occ. Code
CHC_GENAC02	

JOB DESCRIPTION

JOB TITLE:	Admin and Clerical Assistant
PAY BAND:	Band 2
DIVISION:	Acute and Urgent Care Directorate
TEAM/SERVICE:	Crisis Care Centre
BASE:	Harplands Hospital
RESPONSIBLE TO:	Senior Business Administrator
ACCOUNTABLE TO:	Senior Business Administrator

Organisational Chart *(Responsible to/Accountable to/Responsible for)*



Job Summary:

This role is to support the Administration and Clerical function across the management and admin portfolio in order to provide seamless customer service to both internal and external customers.

Key Duties/Responsibilities

1. Providing and receiving routine information to inform work colleagues, patients, clients, carers, the public or other external contacts. In particular, this will involve:
 - Respond appropriately to requests for information
 - Act on correspondence – referring to the appropriate person as required
 - Providing routine information to manager and colleagues

- Answering routine queries from patients/clients/carers/colleagues/public or other external contacts
 - Preparation/completion of routine documents, including letters, reports, presentations and forms e.g. purchase order requisitions, photocopying, filing
 - Handling telephone queries including a shared responsibility for reception duties
 - Assisting patients/clients/relatives during incidental contacts
2. The role will require capacity to make decisions, which may require consideration of a range of options, such as:
- Judgements on how to deal with enquiries, patients/carers/external contacts
 - Prioritising work, resolving conflicting diary appointments and schedules
3. Responsible for data entry, text processing or storage of data compiled by others, utilising paper or computer based data entry systems. Particular systems used in this role are detailed under 'Specialist/Technical requirements'. It is probable that the role will require use of VDU equipment for a substantial proportion of time, and does require keyboard skills.
4. Understanding of a range of routine work procedures some of which may fall outside of the immediate work area. In particular this will involve an understanding of and compliance with relevant deadlines and procedures legislation, procedures, schemes such as:
- Confidentiality policy
 - Data protection
 - Clients at risk protocol
 - Governance policies
5. Undertaking planning and organisation, of straightforward tasks, activities or programmes. This may include activities such as:
- Maintaining an effective 'bring forward' system
 - Co-ordinate programmes of work (such as training schedules or the use of rooms, setting up of rooms)
 - Assist in ensuring that appropriate facilities are available for scheduled events
6. Responsible for maintaining auditable stock control and/or security of stock, with particular emphasis on stationary but also extended to the management and control of other resources such as clinical/medical stock or projectors and laptops.
- Receipt of goods

- Maintaining stock levels
7. Provide advice, or demonstrate own activities or workplace routines to new or less experienced employees in own work area.
 8. To undertake surveys or audits, as necessary to own work.

Specialist/technical requirements

Examples are given below: these should be made job specific for recruitment purposes

- *ESR*
- *Lorenzo*
- *Microsoft packages*
- *Capita*

GENERIC CLAUSES FOR ALL JOB DESCRIPTIONS

- To maintain a broad understanding of the work of North Staffordshire Combined Healthcare NHS Trust as a whole, and actively contribute your ideas for the improvement of service provision.
- To ensure own actions contribute to the maintenance of a quality service provision.
- To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- To participate in the Performance and Development Review and to undertake any identified training and development related to the post.
- To undertake statutory and mandatory training as deemed appropriate by the Trust.
- To develop and maintain effective working relationships with colleagues.
- To adhere to all Trust policies and procedures.

Trust Values:

As an employee and representative of the Trust, you are required to demonstrate and uphold the Trust's Values. These are:

Proud to CARE:

Compassionate

Caring with compassion, it's about how we listen, what we say, what we do.

Approachable

Friendly, welcoming, sharing ideas and being open

Responsible

Taking personal and collective responsibility, being accountable for our actions

Excellent

Striving for the best, for high-quality safe care and continually improving

Health & Safety:

All staff have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. ALL accidents must be reported to your manager and in line with the general philosophy of the Trust, you must participate in

accident prevention by reporting hazards and following relevant policies and procedures including Moving and Handling guidelines

Infection Control:

In accordance with the Health Act (2006), the post holder will actively participate in the prevention and control of infection within the capacity of this role. The Act requires the post holder to attend Infection Control training on induction, regular updates and to take responsibility for the practical application of the training in the course of their work. Infection prevention and control must be included in any personal development plan or appraisal

Risk Management:

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services

Data Security and Quality:

To ensure that the Trust Policies and Procedures regarding data security are adhered to, and that staff are aware of their obligations under these policies.

Confidentiality:

Working within the trust you may gain knowledge of confidential matters which may include manual / electronic personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

Equality & Diversity:

The Trust is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender, race, religion or belief, sexual orientation, marital status, gender reassignment or pregnancy/maternity. We fully support the right of all staff to equal opportunities and are committed to the development of a diverse workforce.

Safeguarding:

The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults and is signed up to Stoke-on-Trent Safeguarding Children Board Procedures, Staffordshire Safeguarding Children Board Procedures and the Staffordshire and Stoke-on-Trent Safeguarding Adults Partnership Procedures. All Trust staff must be familiar with, and adhere to, these

procedures. It is the post-holder's responsibility to attend the Trust's mandatory Safeguarding Training and follow the relevant Trust's Policies and Practice Guidance.

Codes of Conduct and Accountability:

You are required to comply with Trust codes of conduct and accountability and *(include here relevant codes of conduct dependent on profession i.e. N&M/NHS Managers/Allied Health Profession etc)* codes of conduct which are relevant to this post.

Registration:

Registration with a professional body imposes a duty on health care professionals to maintain the safety of the public through working within professional standards, to provide good quality care to patients and to promote professional education and conduct. It is the policy of the Trust that all health care professionals register or re-register in accordance with the requirements of their professional body.

Criminal Records Bureau (CRB)

“REHABILITATION OF OFFENDERS ACT: This post is exempt from the Rehabilitation of Offenders Act 1974. Should you be offered the post it will be subject to a criminal check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions”. North Staffordshire Combined Healthcare NHS Trust requires an Enhanced Disclosure through the Criminal Records Bureau for this post to ensure suitability for employment.

THE TRUST OPERATES A NO SMOKING POLICY

EMPLOYEE
SIGNATURE:

DATE:

Person Specification

	Essential	Desirable	Method of assessment
Qualifications	NVQ 2 or equivalent or willingness to work toward		Application form / interview
Experience	No previous experience is required	Experience of working within a busy office environment will be an advantage	Application form / interview
Knowledge and skills	Standard Keyboard skills Numeratorate and literate Organisational skills Ability to prioritise Good communication skills, both written and verbal Good interpersonal skills	Advanced Keyboard skills Knowledge of administration and clerical procedures Knowledge of MS Office, particularly Outlook, Word, Excel and PowerPoint	Application form / interview / assessment
Other	Ability to meet the travel requirement for the post		Application form / interview