
Job Description

Job Title: Administration Assistant

Grade: Band 2

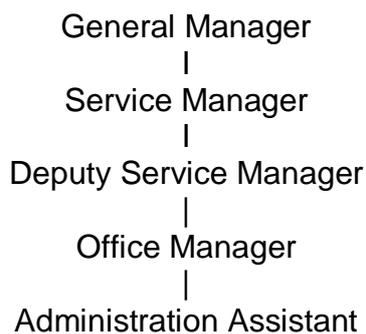
Reports To: Office Manager

Accountable To: Office Manager

Job Purpose:

To work as part of an administration team providing high quality day to day administration and clerical support to the Haematology and Oncology Services. To use own initiative, be responsible for own time management and prioritisation of workload. The role requires excellent communication, organisational and IT skills.

Organisation Chart:



Key Result Areas:

Knowledge skills and experience required:

- To be responsible for providing administrative and clerical support using advanced skills in office procedures, systems and Information Technology.
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- Using effective communication skills in all interactions with patients, clinicians, managers and colleagues within the Haematology and Oncology Service and other relevant departments.
 - To be the first point of contact in dealing with enquiries both in person and on the telephone, in a professional polite and helpful manner and ensure urgent matters are brought to the attention of the person responsible, so that responses are dealt with quickly and within set guidelines.
 - Will be responsible for processing correspondence/telephone enquiries and dealing with these routine requests using, own initiative.
 - To arrange meetings, notify attendees initiate and prepare agenda. To take, transcribe minutes and meeting actions as required to cascade to internal/external delegates.
 - To undertake general office duties as necessary, including filing, scanning, photocopying, taking notes of meetings, management and disposal of confidential information, as part of an effective administration service.
 - To be responsible for sorting all incoming and outgoing post.
 - To work as an effective team member, networking contributing to meetings to problem solve, improve working processes and practice.
 - To monitor the supplies of office stationery and equipment within their locality.
 - To provide administration cover in the event of absence or to meet additional demands or other circumstances where a service need is created.
 - Participating in the maintenance of effective office systems, identifying improvements to improve individual, team and service performance.
 - With direction and instruction to collect information required for statistical analysis and to collate information for forwarding to the relevant team.
 - To use Trust EPR to record/process patient information as required by the Haematology and Oncology management team.
 - Organising own work load and undertake other duties that may be required from time to time that are designated by the Haematology and Oncology management team.
 - To exercise good personal time management, punctuality and consistent reliable attendance.
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- To be responsible for maintaining designated work areas in a professional manner in accordance with Trust policies and procedures.

Measurable Result areas:

- To process sensitive, complex information in line with Trust policy/procedure and to liaise with the appropriate professionals.
- Responsibility for receiving, collating, all paperwork in relation to all stock/non stock processing.
- The post holder will be required to travel to attend training and meetings, across South Warwickshire Foundation Trust.

Communications and Working Relationships:

- To provide an effective administration service delivery in accordance with appropriate Trust policies and procedures and professional standards.
- To develop and maintain an effective communication network with service users, healthcare professionals and other statutory and voluntary organisations.

General Items:

To provide short-term cover for colleagues during periods of leave.

To ensure that all Trust standards are maintained and monitored to improve the quality of care to all whom come into contact with services provided by South Warwickshire University NHS Foundation Trust.

Every employee has a duty to take reasonable care of the health and safety of him/herself and of other persons who may be affected by his/her acts or omissions at work, and to co-operate with the South Warwickshire University NHS Foundation Trust to ensure that statutory and Trust regulations are complied with.

To participate in appraisals and personal reviews and work to achieve agreed set objectives.

To participate in appropriate training and development activities

To participate in team, professional and personal development activities and promote commitment to continuous development and improvement.

Ensure that all staff consciously review mistakes, complaints, incidents/near misses as well as successes to improve performance and the level of customer care.

All employees will have an organisational and individual responsibility towards safeguarding vulnerable adults, young people and children. Where employees are working with children, young people and families they have a responsibility to cooperate in national safeguarding policy around early intervention activities appropriate to improving health outcomes.

As a major provider of health care, South Warwickshire University NHS Foundation Trust operate a Smoke Free Policy by providing a totally smoke free environment to help aid patients' recovery, promote health and wellbeing and minimize the risks of complications attributed to smoking tobacco and second hand smoke.

For Band 5 and below

Recognise the importance of adopting healthy lifestyles and be aware of health and wellbeing initiatives.

To abide by Infection Prevention and Control policies relevant to their area of work, and undertake the necessary level of training. This will be appraised through the KSF review process or other relevant professional review process.

To contribute to promoting and implementing the Trust's Carbon Management policy, in line with team and organisational objectives.

This job description is subject to review at any time in consultation with the post holder.