

## **JOB DESCRIPTION**

### **Team Administrator**

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| <b>JOB TITLE:</b>      | Team Administrator – KeepingWellNEL (KWNEL) |
| <b>DIRECTORATE:</b>    | Barking & Dagenham and Barnet               |
| <b>BAND:</b>           | Band 3                                      |
| <b>REPORTS TO:</b>     | Admin Manager                               |
| <b>ACCOUNTABLE TO:</b> | KeepingWellNEL Lead                         |

#### **JOB SUMMARY:**

To have the prime task of assisting with all aspects of the efficient keeping of KWNEL records in addition to assisting with the provision of an efficient, confidential administration service to KWNEL.

#### **ROLE:**

To work as a member of the secretarial team in carrying out the duties and responsibilities outlined below in order to assist in the smooth running of the administration function of KWNEL. To provide cover for colleagues' leave and support for colleagues to even out the varying demands of workloads. To develop skills where appropriate to meet the developing needs of KWNEL. To maintain good working relationships with all members of the Team, Primary Care Teams, other Teams and Departments within the Trust, Social Services and outside bodies.

#### **KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED**

A good level of education  
Good keyboard skills  
Good knowledge of excel & word  
Ability to use photocopying, fax and other office equipment/technology  
Knowledge of computer systems  
Ability to communicate effectively with a wide range of staff and external contacts.  
Understanding of office procedures and ability to set up and maintain systems of organisation.  
Ability to work on own initiative with minimal supervision and to manage and prioritise workload, working under pressure.

## **COMMUNICATIONS & KEY WORKING RELATIONSHIPS**

### **Internal**

Managers  
Medical and Clinical staff  
Trust staff at all levels and from all departments  
Other members of the administrative team

### **External**

Managers in other Trust/Health Organisations, Local Authorities/Social Services, Police, Magistrates courts and solicitors  
Patients, carers and relatives  
Voluntary bodies

## **DUTIES/RESPONSIBILITIES**

To ensure all duties and responsibilities are carried out strictly in accordance with patient confidentiality and the Trust information Governance policy.

To take telephone referrals, enter data on Trust and Service specific databases and spreadsheet, arrange appointments and make up client file in accordance with policy.

The preparation of correspondence and reports utilising word processing and computing skills, to include audio and copy typing

The photocopying and distribution of documents

Taking telephoned enquiries and messages, ensuring accuracy, confidentiality and prompt attention of same.

The taking and recording of telephone referrals to the Team in accordance with policies.

Responsible for the adherence to, and maintenance of, all office systems and procedures.

General and complex secretarial/clerical tasks

Taking of minutes when requested

Recording statistical information as required

To undertake reception duties shared within the administration team and deal with enquiries promptly and courteously as required

Any other duties as may reasonably be required in accordance with office procedures and practices, taking account of the grade of the post.

The above duties are neither exclusive nor exhaustive, and the post holder may be required to carry out such other appropriate duties as may be required by the Administrator within the grading level of the post and the competence of the post holder.

## **HEALTH & SAFETY**

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for employees and visitors

## **EQUAL OPPORTUNITIES**

All duties and responsibilities shall be undertaken at all times in compliance with the Trust's Equal Opportunities Policy

## **QUALITY**

To be involved in the provision of quality services and to participate in Clinical/Quality Audits as appropriate.

## **SMOKING POLICY**

This Trust operates a No Smoking Policy