

## **JOB DESCRIPTION**

**Job Title:** Senior Administrator / Personal Assistant

**Grade:** Band 4

**Directorate:** **Saint Mary's Sexual assault referral Centre (SARC)**

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**Accountable To:** **Administration Manager**

**Reports To:** **Administration Manager**

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## **JOB SUMMARY**

To provide a comprehensive, high quality and efficient administrative and secretarial service to the SARC Directorate including the Centre Manager, Clinical Director, Forensic, ISVA and Counselling Teams. The post holder will liaise with key contacts at all levels including internal team members, Senior Managers within the Trust and external organisations and individuals.

The post holder will deal directly with individual enquiries from clients, Police officers, Forensic Physicians and other professionals, providing information within the terms of SARC confidentiality policies.

## **Main Duties and Responsibilities:**

- Assist in providing a professional response to all partnership agencies in the provision of services to victims of rape and sexual assault.
- To provide confidential telephone advice and support to clients, professionals and external agencies.
- Manage, draft and type clinical correspondence including GP letters, clinic appointments, STI results and where necessary compile and produce Administrative Audit Reports.
- Diary management and the organisation of meetings (including travel arrangements where necessary).
- Accurate and concise minute taking.

- Booking appointments for Acute Forensic Examinations, Child Clinic and STI Screening.
- Making appropriate referrals to alternative agencies where necessary seeking advice from Clinical, Counselling or ISVA (Independent Sexual Violence Advisor) Teams.
- To assist in the organisation of conferences, study days, in-house training and education.
- To receive, sort, distribute and action all forms of mail (including faxes and e-mails) as appropriate taking responsibility for circulating where necessary, collating responses and escalating any urgent issues to the Administration Manager or SARC Senior Management Team.
- Stationery monitoring and NHS Supply Chain ordering within budgetary constraints.
- Procurement for the SARC Directorate, following the correct approval process and inputting onto the Oracle System.
- To receive clients and visitors to the Centre and ensure appropriate communication with team members.
- To co-ordinate and effectively manage requests made by the Police, Crown Prosecution or legal representatives for documentation required for court. Preparing documentation promptly and efficiently, delegating or notifying where appropriate.
- Processing of incoming referrals to the service, uploading all relevant information onto the in-house system and forwarding to the relevant specific team.
- Filing documentation and case notes utilising/updating the in-house tracker system.
- Preparation of clinics ensuring all relevant documentation and case notes are available to clinical staff.
- To be responsible for maintaining clinic notice boards and to ensure all information displayed is appropriate and up to date.
- To participate in in-house supervision.
- To participate in own appraisal and performance review with line manager.
- To maintain client confidentiality at all times.
- To adhere to all SARC and Trust policies maintaining awareness of child protection issues and refer to Line Manager where appropriate.
- To deputise for the Administration Manager when required.
- To assist with the Induction and Training of new Team Members.

### **Educational**

Identify own personal and professional development needs and to keep abreast of best practice in relation to sexual assault.

To participate in training activities and assist in the administration of training programmes.

To participate in local induction programme.

### **Infection Control**

It is a requirement for all staff to comply with all infection control policies and procedures as set out in the Trust infection Control manual.

### **Health and Safety**

The Trust has a statutory responsibility to provide and maintain a healthy and safe environment for its staff to work in. You equally have a responsibility to ensure that you do nothing to jeopardize the health and safety to either yourself or of anyone else. The Trust's Health and Safety policies outline your responsibilities regarding Health and Safety at Work.

The post holder must not willingly endanger him/herself or others whilst at work. Safe working practices and safety precautions must be adhered to. Protective clothing and equipment must be used where appropriate.

All accidents/incidents must be reported to your senior manager and documented as per Trust Policy, including the reporting of potential hazards.

### **Security**

The post holder has a responsibility to ensure the preservation of NHS property and resources.

### **Confidentiality**

The post holder is required to maintain confidentiality at all times in all aspects of their work.

### **Team Briefing**

The Trust operates a system of Team Briefing, which is based on the principles that people will be more committed to their work if they fully understand the reason behind what is happening in their organisation and how it is performing.

### **Smoking Control Policy**

The Trust operates a smoking control policy, which applies to all staff, patients and visitors and extends to the hospital grounds as well as internal areas. Staff appointed will only smoke in designated areas.

This job description is an outline of the key tasks and responsibilities of the role and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the trust and its services, as well as the personal development needs of the post holder.



Where particular Directorates require the post holder to focus on specific issues and/or areas of concern, this will be discussed through the performance management process.

**THE TRUST IS AN EQUAL OPPORTUNITES EMPLOYER**

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**SIGNATORIES**

This Job Description has been agreed by the following parties:

**Employee's Name:** .....

**Employee's Signature:** .....

**Date:**  
.....

**Manager's Name:** .....

**Manager's Signature:** .....

**Date:** .....

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Factors	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• Good educational background to GCE 'O' Level standard or GCSE Grade 'C' level or equivalent. Must include English &amp; Maths.</li> <li>• Microsoft Excel Advanced.</li> </ul>	<ul style="list-style-type: none"> <li>• RSA III Qualification or equivalent.</li> <li>• NVQ qualification in relevant area.</li> <li>• ECDL</li> <li>• AMSPAR</li> </ul>
Knowledge & Experience	<ul style="list-style-type: none"> <li>• Previous recent Senior Administration, PA or comparable experience.</li> <li>• Experience of Procurement processes and knowledge of supply chain and budgeting.</li> <li>• Experience of dealing with the public face to face and a commitment to a high level of customer service.</li> <li>• In depth Knowledge of IT systems including Microsoft packages.</li> <li>• Experience in minute taking at a senior level.</li> <li>• Knowledge and experience of diary management and the organising of meetings.</li> <li>• Understanding of confidentiality issues.</li> <li>• Experience of working as part of a team in a multidisciplinary setting and working across organisations/agencies.</li> <li>• Excellent attendance record.</li> </ul>	<ul style="list-style-type: none"> <li>• Team Lead Experience, managing and training a small team.</li> <li>• Working knowledge and experience of G2 and Oracle.</li> <li>• Experience of working with vulnerable people within sensitive environments.</li> <li>• Working knowledge and experience of G2 and Oracle.</li> <li>• ESR Manager Self Service Experience.</li> <li>• Completion of minute taking course.</li> <li>• Experience of working on events or conference organisation.</li> <li>• Knowledge of NHS policies and procedures.</li> <li>• Understanding of the Criminal Justice Process.</li> <li>• Understanding of issues relating to rape and sexual assault.</li> </ul>

Factors	Essential	Desirable
Skills and Capabilities	<ul style="list-style-type: none"> <li>• Excellent telephone manner and interpersonal skills, able to deal confidently and sensitively with people at all levels.</li> <li>• Clear written and verbal communication skills.</li> <li>• Accurate record keeping and meticulous attention to detail.</li> <li>• Ability to recognise problems and identify when further advice is required.</li> <li>• Ability to manage and prioritise own workload/use initiative.</li> <li>• Highly motivated.</li> <li>• Highly organised.</li> </ul>	<ul style="list-style-type: none"> <li>• Proven Leadership and Management skills.</li> </ul>