

Admin Assistant

Diabetes Department, CGH

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A BETTER **CAREER** STARTS HERE

At Gloucestershire Hospitals NHS Foundation Trust, we take great pride in delivering high quality acute services and we understand just how precious life is.

People entrust their lives to our care every day and they have the right to expect the very best experience and outcomes. That's why our ambition and the pursuit of excellence is the foundation of everything we do.



Job details

| | |
|---------------------------------|---|
| Job Title: | Administrative Assistant |
| Division | Medicine |
| Department: | Diabetes & Endocrinology Department |
| Responsible and accountable to: | Responsible to: Medical Secretary Supervisor |
| Band: | Band 2 (15 hours) |
| Location: | Alex House, Cheltenham General Hospital |

Overview

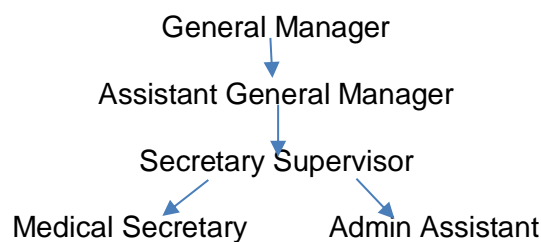
Under the direction of the Speciality Team Supervisor, you will provide general administrative support to both the supervisor and the team of secretaries. Duties include the collection and delivery of notes, incoming and outgoing post, and general office administrative duties. The postholder will be required to work as part of a team and have a flexible attitude to work and provide cross cover during periods of staff absence.

Job Purpose

The administrative assistant is responsible for:

- Providing a comprehensive administrative service to the medical staff and their supporting team.
- Ensuring excellent communication is provided to patients, relatives, general practitioners and other hospital staff to ensure a proficient, high-quality service for patients and clinicians.
- Provide cover for colleagues in their absence to maintain service levels.

Organisational chart



Detailed job description and main responsibilities

- Filling letters and reports into medical notes within the department.
- Booking appointments for the diabetes nursing team.
- Adding patient template letters onto the hospital database.
- Managing the mail for the department by opening and sorting incoming post, stuffing envelopes and sending out correspondence both internally and externally.
- Requesting and returning notes on behalf of the department, using the tracer system.
- Taking/collecting notes or urgent requests to relevant departments in order to minimise delays.
- Clerical tasks as required e.g., photocopying, making clinical packs, answering the telephone etc.
- Use of in-house patient administrative systems to check information on patients, outpatient appointments etc.
- Undertake work when requested by the Supervisor or secretaries as well as prioritising workload appropriately. You may be asked to cover for colleagues during periods of absences/annual leave etc.

Communications and Working Relationships

- Medical staff
- Patients
- Medical secretaries/ward clerks
- Outpatient staff
- Health Records
- Pathology/Radiology Department

General

- Ensure a smart, professional image that enhances the public perception of the Trust and the professionalism of its staff is portrayed.
- Fully participate in the Trust's appraisal system review and personal development planning process on an annual basis.
- Undertake training as necessary in line with the development of the post and as agreed with line manager as part of the personal development planning process.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Contribute positively to the effectiveness and efficiency of the teams in which he/she works.

- Contribute to a healthy and safe working environment by adhering to health and safety regulations and Trust policies.

Physical, Mental and Emotional Skills/Effort Required

- Movement of medical notes on a daily basis (Manual handling training provided). This can range from one set of notes to bags of notes.
- Exposure to occupational unpleasant working conditions due to extremes of office temperatures and ward odours.
- The post holder can often be sitting in a set position for long periods of time using a keyboard.

Knowledge, Skills and Experience Required

| Area | Requirements | |
|---------------------------------|---|---|
| | Essential | Desirable |
| Qualifications | | |
| Clerical | Educated to GCSE grade C or above (or equivalent) in literacy and numeracy Proficiency keyboard skills | Experience in MS packages |
| Knowledge and Experience | | |
| Clerical | General knowledge of office duties. Awareness of health and safety issues, risk management and data protection. | 1 years' experience in a hospital of office environment |
| Skills | | |
| Communication/relationship | Good command of English, punctuation and grammar. Flexible team worker. Ability to work under instruction. Good communication and social skills. | Ability to deal with complex situations. |
| Analytical/Judgement | Ability to use own initiative | |
| Planning/organisational | Proven organisational skills. Ability to work to deadlines. | |
| IT | Computer literate in MS Office. Proficient in TrakCare after training | |
| Physical | Keyboard skills. Ability to move many sets of patient notes | |

General conditions Confidentiality

In the course of your employment, you may have access to, see or hear confidential information concerning the medical or personal affairs of patients and or staff. Unless acting on the instruction of an authorised officer, on no account must such information be divulged or discussed except in the performance of normal duties. Breaches of confidence, including improper passing of registered computer data, will result in disciplinary action, which may lead to dismissal. You should be aware that regardless of any action taken by your employing authority, a breach of confidence could result in a civil action for damages.

In addition, records, including VDU screens and computer printouts of registered data must never be left in such a manner that unauthorised persons can obtain access to them. Written records must either be destroyed or retained in safe custody when no longer required, VDU screens should always be cleared when unattended.

Terms and Conditions of Service

The principle terms and conditions of your appointment will be those set out in the Agenda for Change national agreement as amended from time to time by the NHS Staff Council. These terms and conditions are set out in the NHS Terms and Conditions of Service Handbook, which is available on the Trust's intranet and NHS Employers web site.

Health and Safety

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers.

Data Quality

As part of your employment you may be required to record Patient Information (computerised or on paper). You have a responsibility to ensure that information is entered accurately, completely and consistently. It is particularly important that patients' demographic details are kept up to date. Problems should be reported to your manager.

No Smoking Policy

Gloucestershire Hospitals NHS Foundation Trust operates a no smoking policy. Smoking is not permitted anywhere within the buildings and grounds of all Trust sites. These restrictions include all areas up to the boundaries of all sites.

Job Share

As part of its commitment to Equal Opportunities in employment, Gloucestershire Hospitals NHS Foundation Trust has a policy on Job Sharing. Under this policy all posts, unless exempted, are open to Job Share.