

<b>Job Title</b>	<b>Administration Assistant</b>		
<b>Agenda for change Band</b>	2	<b>Budgetary responsibility</b>	Small payments
<b>Date Reviewed</b>	08/06/2023	<b>Management Responsibility</b>	Trains new staff in own role
<b>Job Summary</b>			
<p>a) Assist in the provision of an effective administrative service. Work in conjunction with colleagues, service users and stakeholders to provide an efficient administrative support service.</p> <p>b) To ensure that a high standard of service is provided in all responsibilities using tact, discretion and sensitivity whilst ensuring positive promotion of UHS Trust values and vision to provide an excellent customer service to colleague's patients, relatives/carers and to external agencies.</p>			
<b>General Duties</b>			
<ol style="list-style-type: none"> <li>To provide clerical/administrative support including data input, assisting with photocopying, filing, typing, preparing and retrieving files and distribution of mail.</li> <li>Ensure that accurate records, both manual and electronic, are maintained and appropriate action is taken in a timely manner.</li> <li>Provide reception services as required, ensure that departmental telephone calls are answered in accordance with Trust policy. Courteously and efficiently dealing with these enquiries in a timely and efficient way referring as appropriate.</li> <li>Accurate and timely data input, collect and provide statistical information as required.</li> <li>Ensure adherence to standard operating procedures at all times, highlighting to a Team Leader any situations where this is not achievable.</li> <li>Assist in the arrangement of meetings and appointments relevant to the role, attend meetings as required and produce actions/minutes as required.</li> <li>Deal with concerns / complaints as appropriate, immediately escalating where necessary to the appropriate Team Leader for action.</li> <li>Work closely with and maintain excellent communication channels with both clinical and administrative staff.</li> <li>Ensure electronic systems are kept up to date as required; ensuring that information entered onto the system is in line with the Trust's data quality standards.</li> <li>Order stationary as required.</li> <li>Provide cross-cover for other staff across the Trust to ensure a consistent and effective service is maintained at all times.</li> <li>Utilise paper-light processes where appropriate.</li> </ol>			

13. Proficiently use all electronic systems required for the role, this includes Microsoft Word, Excel, PowerPoint and Teams. Undertake training as required if new technology / systems are introduced, to ensure competencies are maintained and efficiencies of the administrative processes are maximised.

### **Trust Values**

All staff are expected to strive to make the Trust values 'what we do' – to inspire, develop and support every one of us to live our values, every patient, every colleague, every day.

Each post holder is expected to ensure they live the values of:



**PATIENTS FIRST**



**WORKING TOGETHER**



**ALWAYS IMPROVING**

These values are about us all helping each other to deliver great patient experience more consistently – involving people who use our services, their families, carers, staff, and partners in continuing to improve the experience people have using and delivering our services

## Person Specification

The purpose of this specification is to identify the attributes required by applicants to perform the duties in the job description. The specification will be used to shortlist applicants and to compare how well candidates match the agreed specification. It will also be used by potential candidates to understand expectations and identify how their skills, behaviours and experience will be assessed.

<b>Skills and competencies</b>
Ability to learn and assimilate information quickly
Admin and clerical skills
Communication
Customer service
General IT skills
Microsoft Office skills
Multitasking
Prioritisation
Teamwork
Time management
Choose an item.
Choose an item.
Choose an item.

[illegible]

**Additional Information**

This job description is designed to help post-holders understand what is expected of them in their role though, please note, it focuses upon the core requirements of the post. Other related duties within the employee's skills and abilities will be expected whenever reasonably instructed. The job description may be amended in consultation with the post-holder within the scope and general level of responsibility associated with the post. It is the post-holder's responsibility to ensure that they adhere to all Trust policies, procedures and guidelines relating to their employment, regardless of their position.

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The Trust is a fast-moving organisation and therefore changes in employees' duties may be necessary from time to time.

**Safeguarding**

The Trust is committed to safeguarding children, young people, and adults at risk within its care. As an employee you are accountable to ensure that you know how to respond when you are concerned for the safety of a child, young person, or adult at risk. The Trust will support you in this process by providing training, support, and advice. There is a Corporate Safeguarding Team who can be contacted for guidance, support, and safeguarding supervision. For children and adults, you should be aware of your responsibilities detailed in UHS policies and procedures and local safeguarding children and adult boards procedures.

**Mental Capacity Act 2005**

All staff are required to ensure knowledge regarding the Mental Capacity Act 2005 (MCA) at a level deemed essential for their role. The level of training required will be specified to members of staff and is dependent on their role. It is important that staff understand and comply with local policies and procedures relating to MCA to ensure the Trust can act in an individual's best interest when providing care. This helps to ensure ongoing adherence to our legal obligations and ensuring we put the needs of our patients first.

**Job Reference – IJES**