



Candidate information

Administration Assistant



Job Description

Post Title: Administration Assistant	Post Reference: JD002	
Summary of the Role: To provide comprehensive administrative, clerical and typing support to the Technical Solutions team. This will be by working in a team based administrative service, providing support for each other and ensuring continuity of service and to act as a point of liaison between Management, other staff and contractors.		Reports to: Admin and Clerical Team Leader
Key Responsibilities		Base / Location: William Harvey Hospital
<ul style="list-style-type: none"> • Act as a point of contact on behalf of the Management Team and deal effectively and courteously with all enquiries from other departments within the organisation and its clients. • Transcribe from audio, copy type or shorthand (where appropriate), all correspondence as required by the Estates Team, ensuring layout, spelling, grammar and punctuation is consistent and correct. • Maintenance of the filing and computer systems and relevant departmental databases, ensuring accurate data entry of all administration, including the efficient management of records that facilitates the effective running of the office and ensuring compliance with GDPR. • Plan and facilitate rota management and overtime/agency requests across the departments • Maintenance of stationery and office supplies • Maintain administrative procedure for department, including documentation library. • Organise own work schedule and adapt as required to meet commitments of others within the agreed timescales and escalate, where not possible. • Provide support to other members of the administration team and cross-cover during periods of leave as required. 		Working Relationships & Contacts Internal : Work as a member of the team to provide high quality administrative support and develop effective working relationships with other members of the organisation and their clients. External: Liaising with external clients

<ul style="list-style-type: none"> • Drafting responses to routine enquiries as appropriate. • Undertake various clerical duties to ensure the smooth running of the office, including sorting post, photocopying, sending and receiving e-mails, answering telephone calls and dealing with enquiries, redirecting and relaying information as necessary • Provide support in confidential matters, including HR issues and formal meetings. 	
<p>Job Dimensions: Problem solving, decision making, impact, resource management including value, working environment, responsible for staff & equipment)</p>	<p>Performance measures and KPIs</p>
<ul style="list-style-type: none"> • Being able to make sound independent decisions ensuring that a quality service is provided at all times, whilst coping with a demanding workload. • Organisational ability to balance the varying components of the post. 	

Person Specification: (Please state Essential (E) or Desirable (D))		
<p>Knowledge & Skills:</p> <p>Advanced keyboard skills</p> <p>Ability to minute take</p> <p>Ability to prioritise workload and meet deadlines</p> <p>Exceptional Customer service</p> <p>Ability to communicate with, co-ordinate and liaise with a multidisciplinary team</p> <p>Ability to remain calm in a busy environment whilst working under pressure</p> <p>Able to make judgements involving facts or situations requiring some analysis</p> <p>Data entry, text processing, storage of data, numeracy, accuracy and attention to detail</p> <p>Ability to undertake surveys and audits as necessary to own work</p> <p>Excellent organisational skills</p> <p>Ability to use own initiative</p> <p>Adaptable</p> <p>Good interpersonal skills eg interact with colleagues and clients courteously</p>	<p>Experience</p> <p>Experience of a range of administration/secretarial procedures and practices with a base level of theoretical knowledge</p> <p>Experience of working for and within a team</p> <p>Previous experience working within a busy administrative environment</p> <p>Customer service experience dealing with internal and external customers</p>	<p>Qualifications</p> <p>Computer literate including Word and Excel and use of software packages eg Microsoft outlook (E)</p> <p>NVQ Level 3, RSA level 3 or equivalent (D)</p> <p>GCSE in Maths and English or Equivalent (E)</p> <p>Educated to 'A' level or equivalent (desirable)</p>

Job Role: Essential Health and Safety information

Does the post involve ?		Y	N
Confined Spaces?	A “confined space” means any enclosed place, such as may need to be accessed by Estates staff for maintenance such as loft spaces, plant rooms or flues.		
Driving?	This means driving a Trust Vehicle, Passenger Carrying Vehicle or transporting patients in own vehicle for work purposes. It does not include commuting or driving between places of work		
Exposure to Substances Hazardous to Health?	This is where risk assessments have identified known health hazards. For example designated latex glove user, formalin, PMMA use.		
Hand Arm Vibration Exposure?	This includes hand held tools such as drills, saws and other power equipment. This is likely to include employees working in the Plaster Room, Mortuary, Estates and Orthopaedic Surgery.		
Hand Washing?	This means washing hands 20 plus times per working day.		
Lone Working?	This means employees who work by themselves without close or direct supervision. Lone working may be found in a wide range of situations, such as home or community visits, working alone outside normal hours, working in remote or confined areas (such as plant rooms).		
Manual Handling?	This means all job roles where there are specific manual handling / patient handling requirements.		
Night working?	This means regular work at least 3 hours during the agreed ‘night period’ (usually includes 11pm to 6am).		
Noise exposure?	This is where risk assessments have identified noise levels under the Noise at Work Regulations 2005, and is likely to include areas where ear protection is needed or workers regularly have to shout to communicate due to background noise.		
Work at heights?	A place is ‘at height’ if a person could be injured falling from it. This includes working on ladders, up scaffold or any other apparatus. It may also apply to staff who regularly have to stand on kick-stools or steps for significant periods of time to retrieve items/ notes from high shelving.		