

SINGLE CORPORATE SERVICES

Occupational Health and Wellbeing

Job title:	Administration Clerk	To be completed by HR <i>Job Reference Number</i>
Reporting to:	Admin Supervisor	
Accountable to:	Data and Compliance Officer	
Pay Band:	2	

As part of the Single Corporate Service, the role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

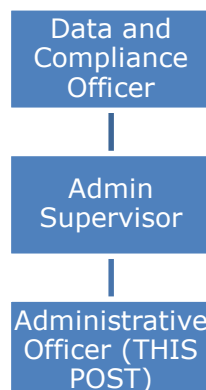
As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis and the staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

Job purpose

- Under the supervision of the Admin Supervisor, the post holder must be able to communicate sensitively and effectively with a wide range of people
- The post holder will assist in the organisation of the Departmental team's workload and provide a clerical service to ensure the delivery of a coordinated and consistent service.
- To provide administrative support to members of the Occupational Health and Wellbeing team.
- This role will require the individual to work within a small team and to use their own initiative to ensure that their designated work is completed within time schedules for all customers (NHS and commercial).

Organisational Chart



Specific Core Functions

- Provide administrative support, carrying out a range of tasks specific to the work area.

- Coordinate administrative activities, including the preparation of agendas and meeting papers, minute taking and following up actions.
- Arrange meetings, seminars, workshops and presentations
- Participate in and support departmental projects and workstreams.
- Work with electronic information systems such as email, electronic diaries, internet/intranet, word processing, databases, spreadsheets, virtual meetings, presentations and Trust specific software.
- Plan and manage own workload, working autonomously to prioritise work appropriately to ensure all deadlines are met.
- Ensure the maintenance of relevant office systems and processes eg. electronic and manual filing.
- Be responsible for the raising of purchase orders and requisitions using the Trust's electronic systems, following up to the point of conclusion.
- Develop and maintain databases of key contacts and distribution lists.
- Develop procedures to manage own area of work and that of the senior team, working effectively and efficiently, pro-actively identifying better ways of working and sharing ideas with others to improve service delivery and transformation
- Ensure strict confidentiality is kept at all times when dealing with patients and staff.
- Work flexibly and provide cover for colleagues within the team as required.
- Perform any other duties that may be required from time to time.
- Ensure that agreed work streams and programmes are planned and carried out effectively, in a timely way, and achieve agreed targets and trajectories.
- Filing hard and soft copies of all documentation appropriately.

Operational Delivery

- Be the first point of contact for visitors to the Department. To greet visitors in a professional, helpful and courteous manner.
- Deal with correspondence, clinic letters, reports according to Trust and departmental protocols.
- Communicate with other healthcare providers and external companies.
- Track notes on the OPAS system and act on any requests, distributing as required and ensuring they are received and stored correctly within the Department.
- Ensure the department functions effectively and efficiently at all times.
- Ensure the needs of the service are met at all times delivering effective patient care.
- Allocation of referrals to appointment slots, Smooth and efficient running of dept adjust clinics as appropriate.
- Rebook clinics and assist with the coordination for the maximum use of all available clinic activity.
- Undertake accurate timely data entry into the ESR system, NIVS system and OPAS system as required with regard to the flu campaign and covid booster campaign.
- General administration within the office including preparation of Department clinics, use of OPAS system to book appointments, dealing with client and professional enquiries by post, email fax and telephone.
- Administration and effective cost management as part of all sites and be responsible for initiation of accounts to be raised.
- To act on requests as required from the nursing staff, secretaries and Administration Manager.

Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts. The communication will include;
 - (a) Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding
 - (b) providing and receiving complex or sensitive information,
 - (c) providing advice, instruction, or training to groups, where the subject matter is straightforward.

Analytical and Judgement

- Judgements involving facts or situations, some of which require analysis.

Planning and organising

- Planning and organisation of a number of complex activities or programmes, which require the formulation and adjustment of plans.

Physical Skills

- The post has minimal demand for work related physical skills.

Patient Client Care

- Assists patients/clients/relatives during incidental contacts.

Policy and Service Development

- The post holder follows policies in own role which are determined by others; no responsibility for service development, but may be required to comment on policies, procedures, or possible developments.

Financial Management

- The post holder is responsible for the purchase of some physical assets or supplies.

Management/Leadership

- The post holder is responsible for day-to-day supervision or co-ordination of staff within the Occupational Health Administration Team. They will deal with work allocation and daily responsibility for the monitoring or supervision of one or more groups of staff.

Information Resources

- The post holder will be responsible for data entry, text processing or storage of data compiled by others, utilising paper, or computer-based data entry systems,

Research and development

- Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

Freedom to Act

- The post holder is guided by standard operating procedures (SOPs), good practice, established precedents and understands what results or standards are to be achieved.

Someone is generally available for reference and work may be checked on a sample/random basis.

Physical effort

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

Mental effort

- There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable.

Emotional Effort

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

Working conditions

- Exposure to unpleasant working conditions or hazards is rare.

Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
Qualifications	IT Skills to NVQ 2 or relevant equivalent Educated to GCSE/O Level Standard of Equivalent (including English Language) Knowledge of Office Procedures		
Experience	Ability to achieve high levels of accuracy in data processing Ability to ensure deadlines are met Excellent clear communication, interpersonal and organisational skills Able to communicate and liaise with staff at all level Demonstrate confidentiality and discretion at all times		

	<p>Able to work independently and recognise the importance of teamwork</p> <p>Strong and demonstrable customer service skills</p>		
Knowledge	<p>Essential</p> <p>An understanding of the political sensitivities of the Trust</p> <p>Ability to demonstrate confidentiality and trustworthiness</p> <p>A willingness to be flexible and part of a team</p> <p>Ability to juggle many priorities at one time, whilst remaining calm</p> <p>Self motivated</p> <p>Demonstrate flexibility and adaptability</p>		

Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.

- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.