

JOB DESCRIPTION

Job Title: Administrative Assistant

Administrative Assistant

Grade: Band 2 equivalent

Salary: £9 per hour Monday to Friday, £13.50 per hour weekends

Hours of work: 2 x 30 hours per week, 1 x 24 hours per week

Base: Clacton Blood Clinic – Clacton Hospital Site

Duration: Fixed term contract for 9 months

ORGANISATIONAL ARRANGEMENTS

Managerially responsible to: Lead Clinical Nurse

Accountable to: Chief Officer

JOB PURPOSE – Administrative assistant

To provide comprehensive administrative and clerical support duties to the phlebotomists. The post holder is required to communicate and liaise with staff and members of the public ensuring compliance with GPPC policies. This is a key supporting role to the effective running of the phlebotomy clinic including reception duties as part of the core role.

1. Communication and relationship skills

- Liaise closely with members of the team ensuring effective communication
- Work with staff from external organisations to support effective joint working with partners
- Receive and greet patients who are attending the clinic for a blood test in a polite and friendly manner ensuring adherence to office protocol
- Manage the electronic booking system, checking patients in on arrival and ensuring social distancing rules are adhered to.
- Print the required blood forms via ICE if the patient has not been given these by the GP or Consultant whilst adhering to information governance guidelines to protect personal information

2. Knowledge, training and experience

- Good understanding and knowledge of a full range of administrative procedures and organisational duties.
- Training on the booking system and ICE will be given
- Basic IT skills, e.g., how to use a laptop
- Experience is not essential and will be gained on the job
- Provide administrative support in the event of an outbreak/emergency situation

3. Planning and organisational skills

- Manage own day-to-day tasks or activities, including emails
- Schedule and book appointments for any patients who walk into the clinic without an appointment.

- Support the phlebotomists
 - Support office systems, including paper and electronic files
 - Carry out other administrative tasks that fall within the competencies of the post holder in order to provide cover
- 4. Physical skills**
- Standard keyboard skills required
 - Knowledge of telephony systems and a good understanding in the use and maintenance of general office equipment
- 5. Responsibility for patient/client care**
- The post holder will have contact with service users/patients and will assist or direct to the appropriate person/department, this will be in the form of face to face contact
- 6. Responsibility for policy/service development implementation**
- Follow policies and procedures in own role which are determined by systems within the team and GPPC corporate systems
- 7. Responsibility for human resources**
- Complete a range of online training modules required as part of the contract
 - Participate in self-development to continually improve performance and undertake development activities that are identified
- 8. Responsibility for information resources**
- Responsible for the data entry and storage of data compiled by others (electronic and hard copies)
 - Ensure security of records in line with the Data Protection Act
 - Ensure compliance with information governance policies and procedures
- 9. Working conditions**
- The post holder will work in office conditions
 - Required to use Visual Display Unit on most days

FLEXIBILITY STATEMENT

The content of this job description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The job description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

CONFIDENTIALITY

All employees of GPPC are required to maintain the confidentiality of members of the public (service users) and members of staff in accordance with GPPC policies.

PROBATIONARY PERIOD

Appointment to this post is subject to the satisfactory completion of a probationary period of 3 months. During this time your line manager will have the opportunity to review and assess your suitability.