



June 2020

1. JOB IDENTITY

Post Title:	Admin Support (Teams)	Service:	Aberdeenshire Health & Social Care Partnership
Location:	Various	Grade:	Admin D (Council) Band 2 (NHS)

2. JOB PURPOSE

- To provide comprehensive reception/clerical/administrative support within an admin team to support the delivery of Aberdeenshire Health and Social Care Partnership (AH&SCP) strategy and services.

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation.

3. CORE RESPONSIBILITIES / DUTIES

- Provide support, which may include reception duties, typing, data input, word processing and producing a range of documents for a range of stakeholders
- Organise meetings and events including booking appointments, venues, issuing invitations, distributing documentation and general minute taking as required
- First point of contact for enquiries, responding appropriately by telephone, in writing, by e-mail or in person and re-directing as appropriate
- Update and maintain records, files and databases in line with corporate records management standards e.g. Trakcare, ECCI, VISION
- Order goods and services e.g. PECOS
- Process invoices and payments, which may include the use of financial management systems, e.g. Oracle
- Assist in the collation, preparation and provision of information; verifying and validating as necessary
- Maintain management information on databases
- Undertake general office duties including photocopying and processing mail



4. REPORTING RELATIONSHIPS

(*Recruiting Manager to identify this post clearly in the structure and insert the appropriate organogram)

Agreed



5. QUALIFICATIONS AND TRAINING

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| Essential | <ul style="list-style-type: none">• NVQ Level 3, Scottish National 4 or 5 or equivalent experience. |
| Desirable | <ul style="list-style-type: none">• ECDL or equivalent• Recognised typing/word processing qualification |

6. EXPERIENCE

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| Essential | <ul style="list-style-type: none">• Experience in Microsoft packages with excellent keyboard skills• Proven track record in an office environment• Experience of dealing with the general public and interacting in a positive manner• Proven experience of using good time management skills.• Presents a positive image of the organisation and displays a patient, caring, sympathetic, tactful and diplomatic approach to patients and service users. |
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7. KNOWLEDGE AND SKILLS

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| Essential: | <ul style="list-style-type: none">• Knowledge of secretarial /admin systems with proven track record of experience in an office environment.• Accurate, advanced keyboard skills.• Maintain an organised and structured workload and manage own day to day workload and priorities.• Time management skills are necessary to ensure all services get the correct level of support• Maintain an organised and structured workload.• Manage own day to day workload and priorities within agreed local and national frameworks/procedures/organisational policies.• Ability to deal with confidential and sensitive matters• Maybe required, as a front line service, deal with professional or service user complaints appropriately and tactfully, deciding when to refer onwards to the relevant manager. |
| Desirable: | <ul style="list-style-type: none">• Occasionally required to travel to other locations• Audio-typing for the accurate transcription of audio tapes |



8. CORE REQUIREMENTS		
AC	NHS	Description
Communicating	Communication and Relationship Skills	- Provides routine non-clinical advice, information, guidance or ancillary services directly to patients, clients, relatives or carers and reduces barriers to effective communications using various communication aids, e.g. email, SMS text, language line. - Frequent contact with patients, clients and carers including those for whom English is not their first language and also those maybe hearing impaired.
Customer Focus		- Presents a positive image of the organisation and displays a patient, caring, sympathetic, tactful and diplomatic approach to patients and service users. - Maintains patient and client confidentiality at all times in line with organisational policy and procedure.
Collaborative Working		- Frequent contact with GPs, practice staff, nursing, admin, HSCP teams, social work practitioners and other shared building users on a range of issues including, but not exclusively, clinical/non clinical appointments and referrals, building management and estates issues and IM&T. - Regular contact with Local Authority staff, members of the H&SCP Core Team and other partner organisations, information gathering and signposting to other services. - Regularly required to liaise directly with other departments e.g. Community Child Health, Finance, IM&T and Estates on a range of issues.
Managing People	Responsibility for Human Resources	- Provide support and guidance to less experienced employees. - Provide practical training and induction to new members of staff.
Planning and Managing Work	Planning and Organisation Skills	- Organise meetings and events including booking venues, issuing invitations, distributing documentation. - Schedule appointments; including validating referrals, booking and re-arranging appointments, sending out appointment letters and requesting notes. - Manage diaries and access to hospital facilities i.e. meeting/clinic rooms, pool cars. - Ability to manage own day to day workload and priorities



Analysis and Problem Solving	Analytical Skills	- Organise appointments, making best use of resources and taking account of locally and nationally agreed targets. - Deal with enquiries from service users regarding appointments, access to services etc. frequently working on own initiative to resolve issues. - Ability to work on own initiative and as part of a team.
Initiative and Decision Making	Freedom to Act	- Organise own day to day workload and priorities within agreed local and national frameworks/policies. - Attends regular team and 1:1 meetings with Line Manager and peers. - Deal with routine correspondence, telephone calls and enquiries without referral. - Maybe required, as a front line service, deal with professional or service user complaints appropriately and tactfully, deciding when to refer onwards to the relevant manager.
Developing Self	Emotional, Physical and Mental Effort	- VDU operator with a requirement to operate IT systems. - Frequent periods of light effort for the management of stock, records and filing. - Data inputting and managing appointment system, where accuracy and attention to detail are imperative. - Frequent concentration required to produce documents to a high standard i.e. minute taking, appointment letters, formal reports. - Prioritise workload to manage changing priorities and competing demands of the service. - Audio typing skills required for the production of patient outcome/discharge letters. - Frequent interaction with service users resulting in exposure to circumstances which maybe emotional or distressing i.e. bereaved relatives/carers, MIU attendees etc. - Frequently required to type minutes, letters, reports which contain details of a distressing nature e.g. child protection issues, diagnosis.
Providing Direction	Responsibility for Policy and Service Development	Completes staff surveys/iMatter
Change Management		May be required to comment on changes to office procedures or service developments as relevant to own work area.



Achieving Success	Responsibility for Financial and Physical Resources	• Process invoices and payments which includes the use of financial management systems. • Administer petty cash system and deal with the reimbursement of travel expenses in line with financial good practice standards. • Maintain minimum stock levels; including ordering and receipting goods via electronic procurement system. • Ensure that all office equipment is maintained in good working order and organise routine servicing and repairs. • Organise routine servicing, repair and MOT of pool cars through leasing company and in line with organisational policy and procedure.
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Agreed