Aberdeenshire Health & Social Care Partnership

June 2020

1. JOB IDENTITY			
Post Title:	Administrator	**Service:**	Aberdeenshire Health & Social Care Partnership (AH&SCP)
Location:	Various	**Grade:**	Admin F (Council) Band 3 (NHS)

2. JOB PURPOSE

- As a member of the Admin Team provide comprehensive administrative / secretarial support in 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 a high quality administrative service to operational managers which would include word processing, audio typing a range of documents
- Organise meetings and events including booking venues, issuing invitations, distributing documentation, diary and email management and minute taking of formal meetings or hearings as required
- Responding appropriately to enquiries in person or by telephone, in writing or e-mail
- Extract and manipulate data to produce management information and reports
- Update and maintain records, files and databases in line with corporate records management standards
- Ordering of goods and services e.g., PECOS
- Process invoices and payments which includes the use of financial management systems e.g. oracle
- Maintain management information on databases
- May have responsibility for supporting, supervising and allocating work to other admin within team as required
- Undertake general office duties including photocopying, processing mail and providing reception cover as required
- Maintain the confidentiality of personal data and patient/client files and follow the requirements of the appropriate Data Protection and Information Security Policies.

Agreed

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

Agreed

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5. QUALIFICATIONS AND TRAINING	
Essential:	• Educated to SVQ 3 / SCQF Level 7 in a relevant subject or equivalent transferable experience • Word processing or secretarial qualification or ability to demonstrate typing speed and accuracy.
Desirable:	• ECDL or equivalent

6. EXPERIENCE	
Essential:	• Proven track record in an office environment • Experience in using Microsoft Office packages to a proficient standard • Experience of maintaining records and databases • Minute taking experience • Experience in maintaining records and databases
Desirable:	• Supervisory experience

7. KNOWLEDGE AND SKILLS	
Essential:	• Excellent communication and interpersonal skills • Excellent organisational skills • Ability to prioritise workload to meet competing demands • Ability to work under pressure and deal with interruptions to planned activity • Accuracy and attention to detail • Ability to work on own initiative • Ability to work well as part of a team • Flexible and adaptable • Ability to respond appropriately to customer needs • Ability to deal with confidential and sensitive matters • Willingness to travel
Desirable:	• Knowledge of NHS and Local Government

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8. CORE REQUIREMENTS		
AC	**NHS**	**Description**
Communicating	Communication and Relationship Skills	• Provides routine advice, information and guidance directly to service users and staff in person, by telephone, in writing or by email. They may encounter sensitive communication challenges e.g. exchange of information with anxious patients and relatives, address cultural or language difficulties.
Customer Focus		• First point of contact for the Team the post holder will be required to be approachable with a welcoming nature and the ability to communicate effectively and appropriately with all members of the multi-agency team, clients, patients and members of the public • Ability to communicate appropriately and confidentially when exposed to sensitive and occasionally distressing information. They will also use communication strategies to reduce any barriers to effective communication e.g. communication aids such as language line, hearing loop, SMS.
Collaborative Working		• Responsible for providing routine information to external organisations on a range of issues e.g. payment of invoices, supply of goods and services.
Managing People	Responsibility for Human Resources	• Provide practical induction to new members of staff as well as continued advice and training on departmental procedures and policies. • The post holders will co-ordinate staff within their own department providing day to day supervision.
Planning and Managing Work	Planning and Organisation Skills	• Arrange and coordinate 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. • The post holder will work within a team environment to ensure workload is managed effectively and timely, managing diaries with access to hospital facilities i.e. meeting/clinic rooms, pool cars. • Responsible for updating and maintaining records, files, databases and computerised appointment systems in line with organisational policy and procedure.

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		• Extract and manipulate data to produce management information and reports. • Responsible for minute taking, ensuring they are accurate and correctly stored (electronically) in accordance with the Data Protection Act (1998).
Analysis and Problem Solving	Analytical Skills	• Work autonomously or as part of a team, using initiative and taking responsibility for the effective running of the department e.g. organise appointments, making best use of resources and taking account of locally and nationally agreed targets. • On a daily basis manage the competing demands of enquiries from service users regarding appointments, access to services etc. frequently working on own initiative to resolve issues. • Ability to know when it is appropriate to escalate any administrative issues to the line manager. They will work within the guidance provided by Policies and Procedures. • The post holder will extract and manipulate data to produce management information and reports.
Initiative and Decision Making	Freedom to Act	• Manage routine enquiries from services users without referral e.g. prepare and send out correspondence to service users on a range of issues i.e. service opt-in letters and appointment letters. • Demonstrate knowledge and adherence to policies and guidelines; have an awareness of organisational policies and procedures as relevant to their own role. • Manage their own day to day workload and priorities, working independently towards agreed outcomes.
Developing Self	Emotional, Physical and Mental Effort	• Will sit at workstation, operating IT systems as a major job function; they will be sitting for extended periods of time at PC. • Frequently experience light effort when managing stock and filing records. • Frequently have to concentrate when data inputting and managing appointment systems, where accuracy and attention to detail are paramount. • Periods of concentration is required for the typing of reports ensuring a high level of accuracy at all times e.g. formal minutes, appointment letters, formal reports. • Ability to manage, on a daily basis, interruptions which may lead to a change of task whilst managing their workload to meet changing priorities and competing service demands.

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		• Frequent interaction with service users resulting in exposure to circumstances which maybe emotional or distressing e.g. bereaved relatives/carers, MIU attendees etc. • On occasion, have to manage sensitive and /or emotional situations e.g. service user complaints. • Frequently required to type minutes, letters, reports which contain details of a distressing nature e.g. child protection issues, diagnosis • Daily interaction with service users resulting in occasional exposure to emotive situations e.g. verbal abuse. • Occasionally required to file in records in rooms with restricted space. • Occasionally exposed indirectly to body fluids via attendees at MIU. • VDU use is a major job role and used continuously throughout the day.
Providing Direction	Responsibility for Policy and Service Development	• The post holder will be required to contribute to and comment on policies, procedures and service developments in own work area e.g. introduce and put into practice updated policies and procedures and support staff to implement the changes. • Completes staff surveys / iMatter
Change Management		• The post holder may be required to collate information on which future development plan are based e.g. changing work practices.
Achieving Success	Responsibility for Financial and Physical Resources	• Process invoices and payments which will involve 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 and in good working order; organising routine servicing and repairs.

Agreed