



### About the Role

To provide administrative and secretarial support to staff within a designated department/area. Responsible for supervision of other support staff.

### Experience and Knowledge

- Knowledge of Microsoft Office (Word, Excel and Outlook).
- Previous administrative/secretarial experience.

### Qualifications and Training

- Educated to GCSE Level or equivalent. Maths and English at C or above – or equivalent qualification/demonstrable experience.
- Typing skills/qualifications such as RSA 3/NVQ 3 or equivalent demonstrable experience.

### The following would be an advantage but are not essential:

- ECDL
- Previous experience of supervising others.
- Previous administrative experience, preferably in an NHS environment.
- Experience of dealing with confidential information.

### Organisational Structure





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## Administrative Assistant – Band 3

**Recruitment Profile – This is a summary of the Job Description and Person Specification**

AfC ref:

<b>The core duties of the role are:</b>
<ul style="list-style-type: none"><li>• Deal with general enquiries from patients, relatives, internal and external clinicians and contacts, in a confidential and sensitive manner. Use own judgement to escalate issues appropriately. Accurately record any messages and provide suitable follow up.</li><li>• Maintain electronic diaries for clinical and non-clinical activities including the arrangement of appointments and clinics for clinicians, as required. Resolve any conflicting diary appointments and/or meeting arrangements.</li><li>• Provide a confidential administration support as required including organising meetings, collating and maintaining data bases and minute taking.</li><li>• Day to day supervision of clerical team to maintain smooth running of service and ensuring departmental policy and procedures are followed.</li><li>• Produce letters, reports and other documents as required from dictation or handwritten notes.</li><li>• Take and transcribe notes from meetings.</li><li>• Where necessary, input to relevant departmental databases, creating and running reports.</li><li>• Monitoring and ordering of stock and stationery supplies.</li><li>• Assisting with the induction and ongoing training of new administration team members.</li></ul>



- Reviewing and updating working practices. Following and implementing policies within the team and contributing/proposing changes to policy where necessary.

### About you

This section details the skills and abilities required for this role. If you feel these describe you, we would welcome your application.

### Skills and Abilities

- I am able to communicate complex information effectively, clearly, and accurately in plain simple language, both verbally and in writing.
- I am able to communicate effectively where language barriers exist.
- I can deal with distressing and emotional situations with empathy, sensitivity and diplomacy.
- I understand the importance of maintaining confidentiality.
- I am organised, self-disciplined and can prioritise my own workload, taking responsibility for delivering results within agreed timescales with changing priorities and pressures.
- I can function effectively as part of a team.
- I can flex my approach and adapt to new demands.
- I can use my own initiative, exercise judgment, resolve problems and stay calm under pressure.



This section details the personal attributes we require for this role which align with our Trust Values:

**Kindness – We are respectful, fair and helpful.**

**Openness – We listen, collaborate and are inclusive.**

**Excellence – We are professional, demonstrate integrity and are ambitious.**

#### **Behaviours and Values**

- **I am helpful** I am attentive and compassionate and think about what others need. I go the extra mile for patients and colleagues.
- **I collaborate** I help others understand how services and teams connect to deliver the best possible outcomes.
- **I act with integrity** I have a cheerful outlook and take responsibility for my actions.
- **I am professional** I lead by example demonstrating awareness of the impact of my behaviours and support others to do the same.
- **I listen** I take time, even when busy, to truly understand the point of view of others.

