

Job details

Job title: Administration Assistant

Reports to: Administration Manager

Role purpose

To support the Administration Manager in delivering a consistent and co-ordinated approach to the operational management of Sexual Health service. Undertaking full reception and administrative duties at our base in Chester and our community settings throughout Cheshire West and Chester.

To perform a variety of tasks in support of the patient journey from referral to consultation through to discharge.

To be proficient in the use of computerised systems for booking and tracking all types of outpatient appointments and patient electronic records ensuring this function is co-ordinated and updated accurately and in a timely manner.

To work in conjunction with the clinical and managerial teams to ensure appointment capacity is utilised and the timeliness of patient appointments is monitored.

To undertake clerical duties to ensure a comprehensive and efficient administrative support service.

Key responsibilities:

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role: -

- Sort and distribute and action incoming mail if required.
- To create, update and amend patient case notes as required, particularly in respect of ensuring all patient demographics are accurate as required.
- To undertake reception duties, including updating patient's personal details and organising followup appointments or add patient to an outpatient waiting list following a standard operational procedure.
- To ensure telephone enquiries are dealt with in a polite and courteous manner, and liaise with Administration Manager to action DNAs to the service.
- Undertake photocopying, facsimiles, email, memo requests and basic ad-hoc copy typing if required.
- Support with and maintain our robust express kit process; which will include the required result administrative tasks.
- To work in line with our organisational values and behaviours, in addition to maintaining our local and regional guidelines.
- Support the service with the management, promotion and administration of our FFT (Friends and Family Test) campaign.

- Maintain the work area in a clean tidy manner at all times ensuring the security requirements of the office area are met.
- To support and share equal responsibilities of all tasks that fit within the remit of the Administration Assistant.
- Maintain a safe environment for patients, staff and visitors.
- To support with the creation and distribution communication and marketing literature for the service.
- Contribute to working towards our call management service levels and maintain excellent customer service.
- To complete purchasing requests via our procurement system.
- Contribute and attend service, team and 1-2-1 meetings as and when required.
- To support the service secretaries with administrative tasks such as type-copying clinic attendance letters and sending out via our electronic send system. To also include the support and action of the services' inward referral process.
- To support the Administration Manager in the day to day operational functions of the department and undertake any office duties to ensure the efficiency of the administrative service is maintained at all times.
- To complete all quality and safety training and any other training requirements that occur for support the role of an administration assistant.
- To support the Administration Manager and wider Management team with audits and the collation of administrative data.

This list of duties is not intended to be exhaustive, but indicates the main areas of work and may be subject to change after consultation with the post-holder to meet the changing needs of the service

Person specification	
Essential	Desirable
<ul style="list-style-type: none"> • Educated to GCSE level or equivalent • Able to organise and prioritise own workload • Able to communicate effectively and in appropriate manner with individual and groups at all levels • Work as part of a multi-disciplinary team • IT skills and experience in using office software such as Word, Excel and PowerPoint • Good interpersonal skills, both verbal and written. • Work using own initiative 	<ul style="list-style-type: none"> • Previous NHS experience • Previous experience of working within health or social services • Wish to develop personal career and service • Experience using Lillie

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| <ul style="list-style-type: none">• Able to plan own workload• Positive attitude• Good organisational skills• Open and honest• Ability to travel to other sites | |
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Our values

- **We think** - Challenging ourselves and others on what we do, how we do it, fostering a culture of improvement.
- **We care** - putting people over process, treating service users like our own family, understanding and walking in the shoes of others.
- **We do** – cutting through bureaucracy and getting stuff done – holding ourselves and others to account for high standards and not just talking about change but delivering it.