JOB DESCRIPTION

Job Title: Apprentice Administrator

Location: Integrated Sexual Health Services, Family Health

Reports to: Team Leader/ Service Support Manager

Professionally Accountable to: Responsible to the Team Leader/ Service Support Manager for the provision of efficient, confidential and effective general administration support within Sexual Health.

Pay Band: Apprentice set rate

Organisation:

Service Manager
Family Health
Directorate

Service Support Manager (1)
Band 6

Team Leader Admin (1)
Band 4

Secretary (1) Band 3
Administrators ISHS (5) band 2
Apprentice (Vacant post)

Job Purpose: To provide an efficient, confidential and effective general administration support within Sexual Health.

The post-holder will be the initial point of contact for users of the Service.
**Key Result Areas and Responsibilities:**

- Answer and deal with telephone enquiries which may be of a confidential nature and deal with visitors / callers to the office, which will require tact and diplomacy.
- Provide an efficient administrative and secretarial service covering a wide range of duties.
- Provide a word processing service, making maximum use of the full functions of the software available to produce letters or statements as and when required, which will be of a sensitive nature.
- Liaise with staff of all disciplines within the multi-agency team, to ensure the smooth running of the service.
- Maintain good communications with medical staff and others, with regard to patient information
- Assist with meetings and working groups relevant to the service are provided with appropriate secretarial support, including arranging multi-agency meetings, arranging hospitality, compiling agendas, distribution of papers and action sheets.
- Take and transcribe minutes of meetings as required, type in the required format and carry out any follow-up action as necessary.
- Use the Hospital Patient Administration System for tracking notes as required.
- Follow Trust and Departmental policies and procedures.

**Policy and Service Development**

- Maintain an effective filing system and ensure appropriate administrative processes are in place and updated in line with change.
- To book appointments for the Clinics using the Sexual health IT appointment system.
- Provide clerical support to the Department including:
  - Faxing, photocopying and circulation of information
  - Open, stamp and distribute post as appropriate
  - Stock checks and replenishment
  - Check cleaning logs to ensure they are up to date and compliant with cleaning procedures
- To input and maintain electronic diaries using Microsoft Outlook.
- Keep accurate and complete records in line with legislation, policies and procedures.
- Undertake administration and typing as the post dictates.

All employees are subject to the requirements of the Data Protection Act and must maintain strict confidentiality in respect of patients, staff and other hospital information at all times

Carry out the duties placed on employees by the Health and Safety at Work Act 1974 ie:

- take reasonable care for the Health & Safety of yourself and of other persons who may be affected by their acts of omissions at work;
- co-operate as far as is necessary to meet the requirements of the legislation;
- not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare in the pursuance of any of the relevant statutory provisions.
### Key Internal and External relationships

**Information Management**

The post holder will support the Manager/Supervisor as required, across the range of his/her duties as appropriate within the grading of this post. Managers/supervisors have reciprocal responsibilities towards staff.

In the context of the requirement for change within the NHS the above responsibilities represent the current priorities and requirements for the post. These priorities will develop and evolve over time. Changes will be the subject of full consultant and agreement with the post holder.

### Working Conditions

The role will include weekend work and late night cover in a busy reception environment.

### Corporate Responsibilities

This is a description of the job, as it is presently constituted. It is the practice of the Trust periodically to examine employee’s job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate any changes. This procedure is jointly conducted by each manager in consultation with their direct reports. The post holder will therefore be expected to participate fully in such discussions.

The Trust requires that every supervisor and manager is aware of their duties and responsibilities for the effective management of the Trust. The Trust has in place various policies, which will be amended from time to time, and additional policies will be introduced as necessary. These incorporate certain aspects of roles and responsibilities which every employee is expected to carry out as diligently as possible.

The post holder will therefore be required to undertake such duties and responsibilities as may reasonably be required and which are commensurate with the post holder’s grade/level in the Trust, in respect of:

- The Trust’s Standing Orders
- The Trust’s Standing Financial Instructions
- The arrangements regarding Standards of Business Conduct
- The implementation when necessary of the Fraud Policy and Response Plan
- Responsibilities of the security and safe keeping of the Trust’s property, equipment, buildings and facilities
- Duties and responsibilities regarding health, safety and welfare at work
- The requirement to participate appropriately in the risk management process
- Responsibilities to staff for ensuring they are competent and adequately trained to undertake the roles required of them
- Ensuring that staff understand the Trust’s requirements regarding confidentiality of information and in particular to avoid inappropriate disclosure of information regarding patients.
- Ensuring Trust Information Governance policy and best practice is followed (including confidentiality and data quality) to ensure data quality is maximised and confidentiality of information is maintained and applied to all data recorded, utilised and reported on.
- Demonstrates Core Values

This job description is indicative of the range of responsibilities of the post. It is not intended to be an exhaustive list of duties and the post holder may undertake other duties not specified within the job description but within the general scope of the post and as determined by management

Job description agreement

This agreement confirms that this job description is agreed as being an accurate reflection of the current main duties and responsibilities of the post.

Post Holder…………………………………………………………………………………………………………………………

Signed………………………………………………..Date……………………

Manager……………………………………………………………………

Signed…………………………………………….Date……………………

For Office Use:
CAJE Administration Reference Number …………………………………
Date of entry: ………………………………………………………………