

JOB DESCRIPTION

JOB TITLE: Administrator

BAND: Band 2

LOCATION: Hedley Court / Temporary

Home Working

HOURS OF WORK: 30 hours per week

CONTRACT TYPE: Fixed term – 12 months

(opportunity to be reviewed)

ACCOUNTABLE TO: Admin team leader

KEY RELATIONSHIPS:

Admin team leader, admin team. Clinical Practitioners, Service Managers, Business & Project Managers, other Administrative staff, staff from other NHS and public organisations, people from voluntary/independent sector and members of the public / patients using the service

JOB PURPOSE:

To ensure the smooth running of the organisation including information and performance function, through effective diary management, workload prioritisation, maintenance and establishment of systems and processes, creating and maintaining excellent interpersonal and communication skills, development of effective working relationships at all levels. This role will work directly on NHS contracts for more than 50% of the time. A key part of the role will be minute taking and dissemination.

MAIN DUTIES AND RESPONSIBILITIES:

ADMINISTRATIVE

Provide dedicated day to day administrative support to TyneHealth Service Delivery.

- Ensure all administrative and clerical requirements are provided in a timely and efficient manner.
- Day to day management of key systems and processes for NHS Contracts. This includes: -
- ~~maintenance~~ Maintenance of information on the clinical system, diary management, ensuring all work items are monitored, progress tracked and replies are received by specified deadlines.
- To demonstrate a high level of discretion, loyalty and confidentiality.
- To provide ~~cross-cover~~ support for meetings as required, including hospitality, minute taking, typing, preparation and distribution of agenda and supporting papers etc.
- Undertake a wide range of administrative duties i.e.: scanning, filing, photocopying.

- Website/Intranet data updating
- Assisting with various projects including transformation work.
- To collect incoming and outgoing mail, open, date stamp and distribute to the correct person.
- To monitor correspondence and e-mails highlighting action required where necessary as requested ensuring appropriate managers made aware of items requiring attention/action.
- To work as part of a team to ensure the workload of TyneHealth is met in line with timescales and priorities.

INFORMATION SYSTEMS

Staff will use all of the following information systems, and others from time to time as required.

1. SystemOne is used for maintenance of clinical information and patient records. This will include sharing records with other practices and the use of different modules including GP practice, Community Health, and Out of Hours from time to time.
2. GP TeamNet is the Intranet system of choice for publishing and sharing reports.
3. Microsoft Office including MS Outlook (emails), MS Word and MS Excel will be used regularly. From time to time, other apps from the Microsoft family may be required.
4. Diary management may be any or all of: MS Outlook, SystemOne, Excel spreadsheets (particularly for the use of resources), GP TeamNet
5. The post holder will use the Internet for research and communication, and a high degree of integrity and responsibility is required in line with the freedoms extended through this medium.
6. Files and documents are stored in shared areas on the network. These contain confidential information. Staff are required to ensure the integrity and security of this information.

GENERAL

1. To assist and maintain various office systems with adaptation towards efficiency where required. This includes filing systems, both manual and computerised, ensuring that information is recorded and stored appropriately and that disused files are archived on a regular basis and in line with data protection and information governance standards.
2. To manage and maintain an up to date electronic diary system, liaising with a wide range of people both internally and externally, to plan the most effective use of time in the face of conflicting priorities and changing deadlines.
3. To ensure all typing is completed promptly and efficiently including audio dictation where applicable.
4. To receive and respond to incoming telephone calls, acting as a first point of contact, including staff, people from a wide range of organisations, patients and the public; determining their requirements and taking appropriate messages and directing to relevant staff.

