

JOB DESCRIPTION

JOB DETAILS

Job title: Administrative Assistant

Grade: Band 3

Department/ward: Microbiology

Base: Singleton, Swansea

Organisational arrangements:

Managerially responsible to: Benjamin Davies (Business Support Manager)

Accountable to: Angela Thomas (Office Supervisor)

JOB PURPOSE:

This role will provide support to deliver an effective and competent level of administrative support to consistently deliver a high quality service, which promotes excellent customer service and effective working relationships. This is a non-patient facing role and is based in the Main Hospital site.

The post holder is required to liaise with colleagues across Public Health Wales and partner organisations, work to deadlines and ensure professional standards are maintained. The duties and responsibilities listed below are not intended to be exhaustive but are set out to indicate the main areas of activity currently expected. The post holder will, therefore, be expected perform other relevant duties consistent with training, skills and experience as required from time to time, particularly in response to pressures or changes in workload to support laboratory staff.

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1. Communication and relationship-building:

- Provide an effective and professional service when liaising with all parties
- Support the team in taking and responding to incoming telephone calls and team emails. Transfer appropriate calls to clinicians (e.g. Consultants or GP's) and/or saving accurate information securely on electronic system/shared drive
- Use departmental templates to produce reports and other documentation as required
- Actively participate in departmental meetings, communicate and liaise effectively with all members of staff in the laboratory
- Deal helpfully, confidently and efficiently with staff and visitors to the laboratory
- Respond to enquiries from colleagues to provide information in line with agreed protocols and procedures

2. Knowledge, training and experience:

- Good understanding and knowledge of a full range of administrative procedures and organisational procedures
- Intermediate (minimum) user of Microsoft Word, Outlook, PowerPoint and Excel
- Experience of working in an administration role
- Provide administrative support in the event of an outbreak/emergency
- Contribute to the maintenance of a safe working environment, work in a safe manner and maintain standards of conduct and working practice in accordance with Public Health Wales corporate and Laboratory Health & Safety policies

3. Analytical and judgemental skills:

- Provide support to business and project processes
- Able to review data summaries and support the team in planning activities to meet organisational requirements
- Use own judgement involving facts or situations to resolve problems

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4. Planning and organisational skills:

- Provide support to staff within the team/office
- Manage own workload and activities, including emails and phone calls
- Organise and support the planning of meetings including booking venues, arranging equipment, preparing papers/documentation, registering delegates and arranging refreshments
- Maintain office systems, including paper and electronic files, ensuring that information is appropriately and securely stored, filed and retrievable
- General secretarial and clerical duties including word-processing, spreadsheets, filing and telephone duties and the production of other documentation including correspondence, reports, minutes and other similar documentation to facilitate the efficient functioning of service
- Liaise and support the organisation and coordination of services, such as the maintenance and facilities

5. Physical skills:

- Strong keyboard skills
- Ability to use general office equipment
- Occasional requirement to support events and handle required equipment (poster boards, materials etc.)

6. Responsibility for patient/client care:

- The post holder may have incidental contact with service users and clients and will be expected to signpost/direct to the appropriate person/department
- The post holder may assist with members of the public/external organisations e.g. in the event of an outbreak, emergency situation or at attendance of events/external locations

7. Responsibility for policy/service development and implementation:

- Follow policies and procedures in own role which are determined by systems within the team and the wider organisation

8. Responsibility for financial and physical resources:

- Provide budget monitoring support, including updating spreadsheets and handling invoices
- Process orders of resources and supplies via the procurement system

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9. Responsibility for human resources:

- Participate in self-development to continually improve performance and undertake development activities that are identified

10. Responsibility for information resources:

- Data entry and maintenance of learning management systems
- Use a variety of IT applications to promote the smooth running of the department and projects
- Take and transcribe formal minutes or noted actions in meetings
- Ensure compliance with Information Governance policies and procedures
- Ensure security of records in line with the Data Protection Act

11. Responsibility for research and development:

- Minimal research involved, however, provide administrative support to team members carrying out research may be required

12. Freedom to act:

- Required to prioritise their work and to work on their own initiative, managing own workload and deadlines, seeking advice as necessary
- Guided by standard procedures, good practice and understands the standards and results that are to be achieved

13. Physical effort:

- Required to use a computer and office equipment on a daily basis
- There is a frequent requirement for sitting and standing in a restricted position and may be required to exert light physical effort for short periods of time i.e. resource equipment etc.

14. Mental effort:

- Required to concentrate for frequent periods of time where the work pattern is predictable and deal with unforeseen interruptions

15. Emotional effort:

- Exposure to distressing or emotional circumstances is rare

16. Working conditions:

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- The post holder will work in office conditions
- The post holder may be required to travel to other sites for meetings/events
- Required to use Display Screen Equipment daily

COMPETENCE:

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

REGISTERED HEALTH PROFESSIONAL:

All employees of Public Health Wales who are required to register with a professional body to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.

SUPERVISION:

Where the appropriate professional organisation details a requirement in relation to supervision, it is the responsibility of the post holder to ensure compliance with this requirement. If you are in any doubt about the existence of such a requirement speak to your line manager.

RISK MANAGEMENT:

It is a standard element of the role and responsibility of all staff of Public Health Wales that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

RECORDS MANAGEMENT:

As an employee of Public Health Wales, you are legally responsible for all records that you gather, create or use as part of your work within the organisation (including patient health, financial, personal and

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administrative), whether paper based or on computer. All such records are considered public records and you have a legal duty of confidence to service users (even after an employee has left Public Health Wales). You should consult your line manager if you have any doubt as to the correct management of records with which you work.

HEALTH AND SAFETY REQUIREMENTS:

All employees of Public Health Wales have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to cooperate with management to enable Public Health Wales to meet its own legal duties and to report any hazardous situations or defective equipment.

FLEXIBILITY STATEMENT:

The content of this job description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The job description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

CONFIDENTIALITY:

All employees of Public Health Wales are required to maintain the confidentiality in accordance with Public Health Wales policies.

Date prepared: 23 August 2022

Prepared by: Fatima Downing

Public Health Wales is a non-smoking environment

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PUBLIC HEALTH WALES

PERSON SPECIFICATION

Job title: Administration Assistant

Band: 3

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	<ul style="list-style-type: none"> Intermediate IT skills / GCSE/NVQ Level 3, or equivalent experience <p>OR</p> <ul style="list-style-type: none"> Demonstrable proven experience of working as an Administrator 	<ul style="list-style-type: none"> Customer service 	Application form Certificate/ Registration check
EXPERIENCE	<ul style="list-style-type: none"> Demonstrable experience in an administrative role Working experience of Microsoft Office Suite Experience of communicating with colleagues and the public Experience of dealing with and recording confidential data 	<ul style="list-style-type: none"> Working in an NHS environment Use of Procurement Systems 	Application form/ Interview/ References
SKILLS	<ul style="list-style-type: none"> Strong keyboard skills Excellent written and verbal communication skills Organisation and time management 	<ul style="list-style-type: none"> Ability to speak Welsh or willingness to learn 	Application form/ Interview/ References

KNOWLEDGE	<ul style="list-style-type: none"> • Good knowledge of MS Office Suite • Flexible towards the needs of the service • Ability to work in a busy environment • Customer service skills 	<ul style="list-style-type: none"> • Knowledge of Public Health Wales/NHS in Wales • Familiarity with medical/scientific practices & terminology • Understanding of health & safety 	Application Form Interview References
PERSONAL ATTRIBUTES (<i>Demonstrable</i>)	<ul style="list-style-type: none"> • Respects confidentiality • Keen to learn and develop skills • Conscientious, adaptable, works well with others 		Application form/ Interview/ References
OTHER (<i>Please specify</i>)	<ul style="list-style-type: none"> • Ability to travel between sites 	<ul style="list-style-type: none"> • Ability to carry resources 	Application form/ Interview/ Document check

Date prepared:

Prepared by: