

Administrative Assistant

Department:	Children's Therapies	
Section:	Women and Children	
Reports to:	Deputy Lead Allied Health Professional Paediatric Therapies	
JE Ref:	HCS1210	
Grade:	CS05	JE Date: 09/06/2023

Job purpose

To provide an efficient, effective administrative service for the children's therapy teams based at the Child Development and Therapy Centre. The role will provide front line contact for the therapy teams and deliver professional administrative services of a high standard.

Job specific outcomes

1. Ensure the office is run in an efficient manner, advising your line manager of any problems or ways in which efficiency can be improved.
2. Provide a secretarial service for the department by typing letters, organising reports, photocopying, scanning, stocking stationary levels and attending meetings as required.
3. Answer and transfer calls to the appropriate department, ensuring all patient queries are dealt with in a courteous and efficient manner.
4. Ensure patient confidentiality is strictly always adhered to. To deal sensitively and discreetly with patients' queries by telephone, email and when they attend the departments.
5. Register referrals and book appointments for children as requested.
6. Maintain data as directed by senior practitioners and update spreadsheets regularly, producing graphs to show activity/ outcomes.
7. Reports, letters and discharge therapy notes to be filed accurately.
8. Prepare training materials and organise catering, room set up and appropriate venues for events and meetings.
9. Perform other appropriate administrative duties requested by clinicians.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Services (TIER 1,2 and 3 jobs only-DELETE if not applicable)

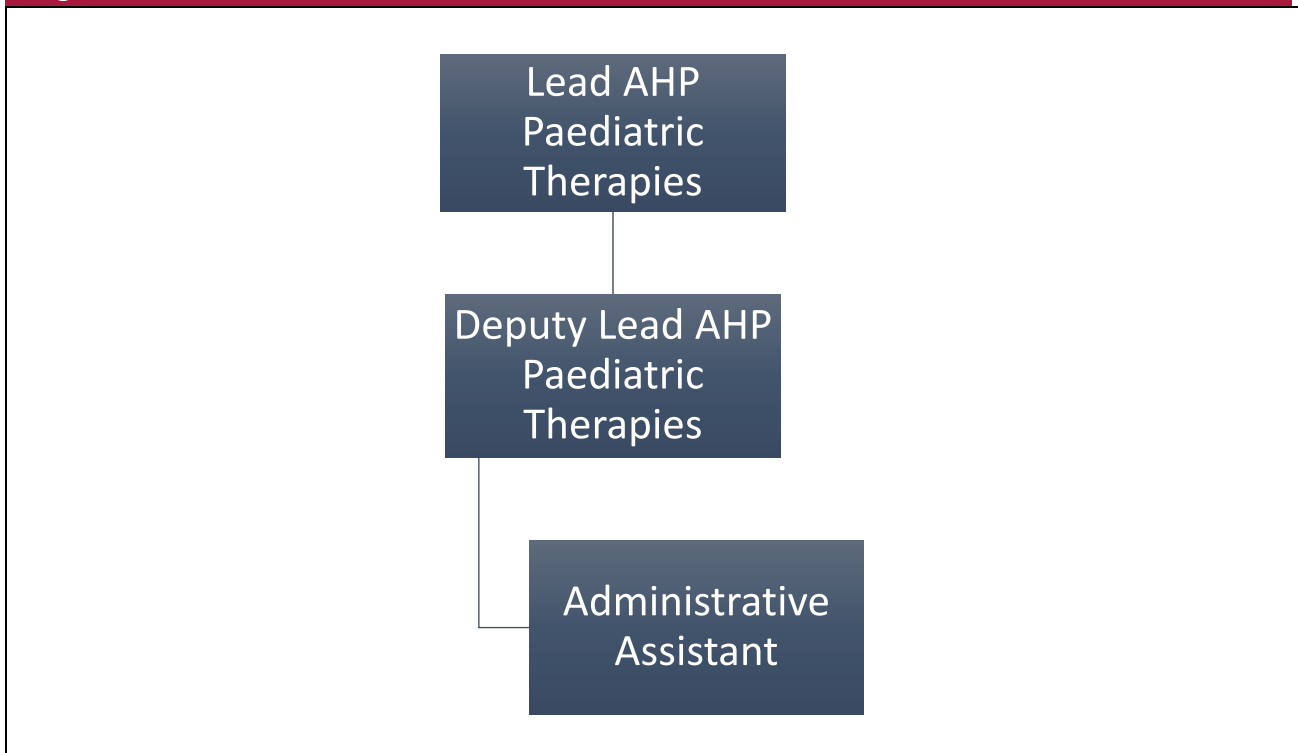
- Administration support
- No budgetary responsibility

Organisational structure

Government Departments



Organisation chart



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to a minimum of GCSE-level or equivalent that demonstrates basic numeracy, literacy and IT skills</p>	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Standard Office software such as Microsoft Office, email and internet. An ability to use own initiative and prioritise tasks under pressure.</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Excellent secretarial and computer skills including audio typing and Microsoft Office experience.</p> <p>Accurate keyboard skills and excellent levels of literacy</p>	<p>Some knowledge of medical terminology would be an advantage.</p>
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Good people, communication and decision making skills, knowledge of computer based systems essential</p> <p>Pleasant and a helpful manner. Self-motivated and able to work on own initiative and calmly</p>	

	under pressure. Able to work in an organized and systematic way, with attention to detail and accuracy.	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Previous experience of office administration is essential.</p> <p>The ability to work well and relate well to a multidisciplinary team.</p>	<p>Experience of working in a team is preferable</p>

Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.