



# Job Description

|                                |   |
|--------------------------------|---|
| <b>Job Title</b> Administrator | <b>Job Family</b> Business Support Services |
| <b>Reports to</b>              | <b>Job Code</b> BSS/026                     |
| <b>Location</b>                | <b>Evaluation Date</b> 15/12/05             |

Roles within the Business Support Services Job Family are dedicated to ensuring business processes are effectively and efficiently managed to support the delivery of a quality care service to patients, children and young people/adults, purchasers, suppliers and other stakeholders.

## Main Purpose

Provides an efficient, professional and effective administrative and/or secretarial support within a Priory unit.

## Key Accountabilities

1. Provides efficient and effective administrative and/or secretarial support to an individual or a department, including document and report production, telephone enquiries, diary management, meeting and greeting visitors and other administrative tasks as appropriate.
2. Handles external and internal enquiries, recognising the level of importance of particular enquiries or issues and applying the appropriate prioritisation. Passes issues and enquiries on for appropriate action to ensure the highest level of service.
3. Ensures that all information and documentation is correctly processed in line with policies and procedures in order that regulatory, statutory, compliance and financial requirements are met. Maintains the audit trail ensuring up to date and accurate information can be provided or accessed as required.
4. Updates central and local database systems, ensuring accuracy of all data input.
5. Ensures the effective operation of delegated administrative processes and procedures.

## Knowledge & Skills

The role holder should be educated to GCSE (Grades A-C) or equivalent standard, and should possess excellent keyboard skills and an intermediate level of proficiency for the standard range of office applications.

## Experience

One years work experience within an administrative, customer service, clinical, educational or other appropriate background.

## Autonomy & Impact

Organises and priorities own work within established procedures, but refers more complex issues to the relevant manager.

## Intelligent Problem Solving

Generally, the role holder will work within existing procedures and processes, however, there will be the need for a flexible approach to problem solving.

## Responsibility

### Staff

Occasionally required to assist less experienced colleagues.

### Budgets & equipment

Collective responsibility for the care and security for equipment and consumables on site.

### Informatics

Responsible for the security, confidentiality and accuracy of data, information and systems.

## Communication & Interaction

Communications will regularly require some judgement, as information will need to be gathered and exchanged to facilitate administrative processes and relationship management. The range of communications within this role can be emotionally and physically demanding. The range of priorities and deadlines will also put demands on the post holder.

## Working environment

The problems faced by patients may present difficult and challenging situations, which may heighten the physical, sensory and emotional demands of the role.

## Special Features

The role holder may be required to hold a current driving licence and undergo certified and mandatory training.

# Competency Profile

*Ways we Work*

**Job type :** Administrative Assistant

**Job Code:** BSS/026

**Job family :** Business Support Services

## Upholding Company Values

| Competency                          | Req'd Level | Descriptors   |
|-------------------------------------|-------------|---|
| <b>Collaboration &amp; Teamwork</b> | <b>1</b>    | <ul style="list-style-type: none"> <li>✓ Responds positively to requests from others</li> <li>✓ Is always prepared to help others</li> <li>✓ Participates in team discussions and activities</li> <li>✓ Shares information with team members and colleagues</li> <li>✓ Understands how own role contributes to the success of the team</li> </ul> |
| <b>Personal integrity</b>           | <b>1</b>    | <ul style="list-style-type: none"> <li>✓ Provides honest and direct answers to questions</li> <li>✓ Recognizes and acknowledges own strengths and weaknesses</li> <li>✓ Respects the views, customs and values of others</li> </ul>   |
| <b>Improving quality standards</b>  | <b>1</b>    | <ul style="list-style-type: none"> <li>✓ Checks quality of own work</li> <li>✓ Follows procedures</li> <li>✓ Corrects errors and mistakes</li> <li>✓ Keeps own workspace tidy and organized</li> <li>✓ Complies with relevant regulatory and statutory requirements</li> </ul>  |

## Responsiveness

| Competency            | Req'd Level | Descriptors  |
|-----------------------|-------------|--|
| <b>Customer Focus</b> | <b>1</b>    | <ul style="list-style-type: none"> <li>✓ Responds to immediate needs of customers/clients</li> <li>✓ Is polite and helpful to customers</li> <li>✓ Follows through on customer enquiries, requests and problems</li> </ul> |

## Emotional Intelligence

| Competency        | Req'd Level | Descriptors   |
|-------------------|-------------|---|
| <b>Confidence</b> | <b>1</b>    | <ul style="list-style-type: none"> <li>✓ Interacts with confidence in the team</li> <li>✓ Is confident in taking decisions within own area or responsibility</li> <li>✓ Does not wait to be told what to do</li> <li>✓ Has a 'can do' approach</li> </ul> |

## Information management

| Competency                       | Req'd Level | Descriptors  |
|----------------------------------|-------------|--|
| <b>Planning &amp; Organizing</b> | <b>1</b>    | <ul style="list-style-type: none"> <li>✓ Uses simple planning tools appropriately (e.g. 'to do' lists and diaries)</li> <li>✓ Recognizes the importance of a planned approach to work</li> <li>✓ Develops clear plans to tackle a specific, well-defined task</li> </ul> |

## Service delivery

| Competency          | Req'd Level | Descriptors   |
|---------------------|-------------|---|
| <b>Adaptability</b> | <b>1</b>    | <ul style="list-style-type: none"> <li>✓ Understands and accepts the need to change the way things are done</li> <li>✓ Maintains effectiveness in a variety of work situations working with different colleagues, customers and contacts</li> </ul> |