

# Job Description

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

## Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

### Role Details

Job Title:	Administrative Assistant	JEID	AD001
Salary Grade:	Grade E		
Team:	Mental Health Management Team		
Service Area:	Social Care and Support		
Primary Location:	Stratford Healthcare		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Administrator		
Responsible for:	N/A		

### Role Purpose

The purpose of this role is to provide efficient and comprehensive administration support to clinicians and managers. You will work within an integrated and skill mixed Admin Team to support clinical service delivery. The post is seconded to the Admin Team for the NHS Adult Mental Health service based at Stratford Healthcare.

### Role Responsibilities

1. Provide administrative support to operational teams, using a variety of main stream and specialist software i.e. word, excel, access and social care database and systems.
2. Provide professional and timely customer services through a variety of communication channels eg deal with enquiries effectively and questions about cases from all sources internal or external.
3. To maintain progression of customer case file from allocation through to closure by completing the administrative, financial and contracting elements of the process.
4. To provide a comprehensive and efficient administrative service to all members of the management team and clinicians.

5. To undertake all necessary learning & development to fulfil the role and responsibilities.
6. To work flexibly to meet the needs of the business, supporting the workforce in line with modern and flexible working arrangement.
7. To work within the framework of Warwickshire County Council's policies and procedures and to uphold the principles of the Equality Act.
8. To ensure that health and safety responsibilities are carried out in accordance with the Council's Health & Safety policy and procedures.
9. To undertake as necessary any other that maybe required by Warwickshire County Council.

## Section B: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

### Generic Role Details

Job Role:	Administrator – Level 1
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### Main Tasks

- To operate routine administrative systems and procedures within the team that specifically supports the operation of the service area.
- To organise meetings and events in liaison with other relevant officers and outside agencies / bodies and take minutes /notes as required.
- To receive, sort and distribute incoming/outgoing mail.
- To provide a frontline customer response service and resolve basic queries.
- To send out routine communications, issue reminders and chase responses.
- To undertake a range of routine tasks specific to the service area, prioritising them as directed and working within approved procedures.
- To check and look after office equipment bringing any issues to the attention of the supervisor.
- To collate, record, store and retrieve data and information as required.

## Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Assessed By:

## Essential Criteria

Good literacy and numeracy skills	A, T, I
To be able to analyse and interpret factual information to solve straightforward problems	A, I
To be able to communicate, in person and/or in writing, a variety of information to a range of people	A, I
To be able to use a keyboard with some precision and speed	A, T, I
The ability to work under pressure including meeting deadlines and dealing with interruptions	A, I
The ability to cope in situations where there is an emotional demand arising from the work being undertaken	A, I
Experience of handling and processing manual or computerised information	A, T, I

Assessed By:

## Desirable Criteria

NVQ Level 1 and 2 in Business Administration or equivalent	A, I
Experience of using Mosaic & Aggresso	A, I
Experience of working within Adult Social Care	A, I

## Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

### Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

### Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed		
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with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.		
<input type="checkbox"/> Provision of personal care on a regular basis		<input type="checkbox"/> Driving HGV or LGV for work
Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects		<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis		<input checked="" type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis		<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work		<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work		<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road		<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)		<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks		<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)		<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing		<input type="checkbox"/> Regular work with respiratory irritants/ allergens

protection (exposure to noise above action levels)		(exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks		<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling		<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids		<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):		