

Job Description

For Administrative Positions

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:	Occupational Health and Wellbeing Administrator	JEID	AD002
Salary Grade:	Grade F		
Team:	Occupational Health Department		
Service Area:	Fire and Rescue		
Primary Location:	Fire Service HQ, Warwick Street, Leamington Spa, CV32 5LH		
Political Restriction	This position is not politically restricted.		
Responsible to:	Occupational Health and Wellbeing Manager		
Responsible for:	N/A		

Role Purpose

To provide professional and comprehensive administrative support to members of the team and assist in co-ordination.

To work proactively as a member of the team to achieve the Fire and Rescue service business plan

Role Responsibilities

- 1.To co-ordinate and provide administrative functions using a variety of mainstream and specialist software i.e Word, Excel, Powerpoint, Agresso ,Your HR database and systems including absence management reports, that specifically supports the operation and function of theOccupational Health service for Warwickshire Fire and Rescue.
- 2.Provide professional and timely customer services through a variety of communication chanel's e.g manage enquiries,make appointments both internally with team members and externally with service providers and other clinical professionals.
3. To maintain the efficient running and progression of weekly clinics from arranging appointments, greeting appointees, maintaining progression of case files in conjunction with service provider and ensuring further appointments are communicated and diarised.
- 4.To communicate effectively within the team and provide an excellent level of customer focused service, such as dealing with visitors to the department with sensitivity, compassion and discretion, ensuring clinical confidentiality is maintained at all times, thereby agreeing and abiding by a confidentiality agreement.

- 5.To liaise with managers regarding medical outcomes whilst adhering to access to clinical information legislation.
6. To co-ordinate and arrange meetings in liaison with other professionals/service providers. Where appropriate, develop materials to support training events and minutes of meetings and clinical case conferences.
- 7.To deputise as required by team members, in respect of co-ordinating wellbeing support groups and arranging critical incident debriefs.
8. To be responsible for a range of finance related duties, which include; assisting with budget monitoring, raising supplier requisitions, checking and accounting for the accuracy of invoices, ensuring correct authorisation, requisitioning on Warwickshire County Council accounting systems.
9. To work flexibly to meet the needs of the business, supporting the workforce in line with modern and flexible working arrangements and to respond to critical operational incidents needing emotional support.
- 10.To work within the framework of Warwickshire County Councils' policies and procedures and core code of ethics and uphold the principles of the equality act.
- 11.To ensure that health and safety responsibilities are carried out in accordance with the councils' Health and Safety procedures.
12. To undertake all necessary learning and development to fulfil the role and responsibilities, including any other that may be 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 2
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Main Tasks

- To operate a range of efficient 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 communicate effectively within the team and provide a customer focussed service.
- To provide a frontline customer response service and resolve issues relating to a wide range of routine enquiries.
- To manage the work of a small team and deputise for the Team Administrator as required.
- To support the efficient operation and provision all office services and equipment.
- To undertake research and information gathering activities and provide management information data as requested.
- To undertake a range of financial administrative tasks in accordance with relevant procedures.
- To maintain a range of complex data accurately and securely and retrieve data in a timely manner.
- To maximise the use of ICT to enhance the efficiency and quality of support and service provision.

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).

Essential Criteria

Assessed By:

Good literacy and numeracy skills	A,I
To be able to independently interpret and analyse information and facts to solve varied 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,I
To be able to work with some initiative and little close supervision	A,I
To be able to use own initiative to respond independently to problems and unexpected situations	A,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
Ability to supervise a small team, including work allocation, monitoring performance management and support	A,I
Experience of accounting for considerable sums of money	A,I
Experience of handling and processing manual or computerised information	A,I

Desirable Criteria

Assessed By:

Experience of accounting systems and data management	A,I
Experience of extracting information from spreadsheets and databases to create reports	A,I
Experience of working within a clinical or Occupational Health office environment	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 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.

☐ Provision of personal care on a regular basis	☐ Driving HGV or LGV for work
☐ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☐ Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
☐ Working at height/ using ladders on a regular/ repetitive basis	☒ Restricted postural change – prolonged sitting
☐ Lone working on a regular basis	☐ Restricted postural change – prolonged standing
☐ Night work	☐ Regular/repetitive bending/ squatting/ kneeling/crouching
☐ Rotating shift work	☐ Manual cleaning/ domestic duties
☐ Working on/ or near a road	☐ Regular work outdoors
☒ Significant use of computers (display screen equipment)	☐ Work with vulnerable children or vulnerable adults
☐ Undertaking repetitive tasks	☐ Working with challenging behaviours
☐ Continual telephone use (call centres)	☐ Regular work with skin irritants/ allergens
☐ Work requiring hearing protection (exposure to noise above action levels)	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work with vibrating tools/ machinery
☐ Work involving food handling	☐ Work with waste, refuse
☐ Potential exposure to blood or bodily fluids	☒ Face-to-face contact with members of the public
☒ Other (please specify):	Exposure to challenging behaviours from employees requesting treatments, appointments that do not comply to policy.