

# **JOB SPECIFICATION**



**POST TITLE:** Administrative Assistant

**RESPONSIBLE TO:** Hospital Manager/Hospital Administrator

## **JOB DESCRIPTION**

### **PURPOSE AND SUMMARY OF JOB:**

To be assist the Hospital Administrator in ensuring the smooth running of the administration of the Hospital as required, which includes maintaining adequate supplies, stock, equipment and in obtaining a high standard of record keeping.

### **MAIN DUTIES AND RESPONSIBILITIES:**

1. Promote and ensure the good reputation of the Hospital. To act as a positive role model, maintaining and demonstrating a positive attitude towards Clients, their families, visitors and other staff.
2. To assist in the maintenance complete and accurate financial records of the Hospital using computer and manual systems.
3. Promptly invoice Clients and Local Authorities or person so responsible and follow up settlement of same using manual records and specialised computer software.
4. Process receipt of monies against Clients' accounts and record details.
5. Maintain accurate records of all petty cash transactions.
6. Process, on a weekly basis, the receipt and review of suppliers' invoices and statements.
7. Assist in maintaining complete Staff files ensuring they are keep up to date and in line with Healthcare Commission regulations. Ensuring that Cambian Net system remains accurate with all staff data recorded.
8. Process all payroll information on a weekly basis.
9. Maintain complete Client files
10. Operate office equipment such as fax, photocopier and computer as required, as well as supply administrative services to the Hospital Manager as required.
11. Answer the telephone and respond to all enquiries in a friendly and efficient manner.

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12. Provide administration support to all disciplines within the Hospital, meeting deadlines, compiling reports for reviews, meetings etc.
  13. Ensure all equipment is clean and well maintained.
  14. Maintain stationery supplies, ensuring this is in line with the Hospital budget for stationery.
  15. Order and maintain records of staff uniforms.
  16. Management of patient fee variations and discharges.

### **Communication**

17. Advise the Hospital Manager of any incident/accident and status of any clients whose care/health is causing concern.
18. Participate in staff and client meetings and attend training sessions as required.
19. Liaise with relatives on any matters relating to the patients detention and discuss any matters relating to their family as necessary.
20. Maintain complete confidentiality of all matters concerning the Hospital, Clients, Staff and related work.
21. Notify the Hospital Manager as soon as possible of the inability to work, and also on return to work, from all periods of absence.

### **Marketing**

22. Actively market the hospital and promote a positive personal / professional profile within the local community.

### **Training & Development**

23. Teach and by example, train junior and new staff members in all aspects of this work in the hospital, giving help and guidance where appropriate and assist in keeping records up to date.
24. Ensure own knowledge is kept up to date in relation to any changes in the Mental Health Act.

### **Health & Safety**

25. Report immediately to the Hospital Manager any illness of an infectious nature or accident incurred by a Client, Colleague, self or another.
26. To support the development of the process, practice and delivery of Active Care and Recovery.

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27. Understand and ensure the implementation of the Hospital's Health and Safety Policy, Emergency and Fire Procedures.

### **General**

28. To demonstrate non-discriminatory practice in all aspects of work.

29. To assist in ensuring quality targets are met in accordance with agreed standards.

30. To participate in agreed systems of appraisal and individual performance review with the role of employee.

31. Report any faulty appliances, damaged furniture or equipment and any potential hazard to the Hospital Manager.

32. Ensure the security of the Hospital is maintained at all times.

33. Adhere to all Group policies and procedures within the defined timescales, NCSC standards and guidelines, Department of Health guidelines and legislation, including the Mental Health Act and Code of Practice.

34. Undertake other duties, as required, by the Head of Care or Hospital Manager.

### **PERSON SPECIFICATION**

**For new appointments, a selection panel will assess each of the points below against what you have written on the application form – so, as a job applicant, you should explain, by using examples from previous jobs, voluntary work or whilst you were in education, how you match these points.**

To do this job effectively a person will need:-

#### **Knowledge**

1. Understanding of Mental Health Issues

#### **Skills**

2. Good numerical and word processing skills in particular Word 6.0

3. Good communication skills

4. Organised / Confident

5. Ability to be a Team player as well as work under your own initiative

6. Prepare reports; organise meetings; liaising with customers/clients and Diary Manage

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7. Computer literate – including Windows – Word/Excel/Outlook or equivalent
  8. Eye for detail ensuring accuracy
  9. Understanding of confidentiality
  10. Ability to prioritise
  11. Good Organisational Skills
  12. Ability to co-ordinate
  13. Excellent communicator
  14. Ability to Work well under pressure
  15. Flexible and willing to attend meetings at alternative sites.
  16. Knowledge of telephone systems

## **Qualifications**

17. GCSE Maths and English or equivalent level of numeracy and literacy.
18. NVQ Level 2 in Administration or equivalent
19. Willing to undertake training courses relevant to the job role in order to maintain skills/knowledge.

## **Experience**

20. 2 years or more Administration/Reception Experience or evidence of the same.
21. Worked in a Healthcare environment, working with medical practitioners.
22. Previous experience of payroll

This Job Description indicates the main duties and responsibilities of the post and it is not intended as an exhaustive list.

Jobholder .....Signed ..... Date: .....

Manager .....Signed ..... Date: .....

