**PURPOSE AND SUMMARY OF JOB:**

To provide a professional, efficient and courteous service for all internal and external communication and provide a supportive administrative role to the hospital.

**Main duties and responsibilities**

* Greeting staff and visitors, ensuring that they are signed in and issuing keys, fobs and alarms.
* Ensuring that all panic alarms are tested prior to being issued to staff and visitors.
* Completion of relevant forms such as key register, fire register, charging alarms, pagers, mobile phones, etc.
* Ensuring that all staff members who may relieve you during your shift are familiar with the “Emergency Procedure for Receptionist” should the emergency bells sound.
* Ensure that the evacuations/emergency and fire drill register is completed in a timely manner.
* Manage diary arrangements and prepare relevant papers for meetings.
* Organise meetings as required, taking charge of all catering arrangements and overseeing the event.
* Complete and submit funding documents and observations as required.
* Receive telephone enquiries/messages and ensure they are followed up as necessary, using initiative to handle and action calls or refer on to others as required.
* Type notes and take minutes for a range of meetings both on Laptop and handwritten.
* Understand and demonstrate the appropriate need for discretion and confidentiality relating to all patients.
* To attend ward rounds or other patient meetings with the multi-disciplinary team and patients in attendance. To take accurate minutes, summarising discussions and noting related actions. To ensure that ward round summaries are then saved in a timely manner on the electronic patient information system.
* To carry out other routine administrative tasks including scanning, photocopying and faxing information.
* To liaise with outside agencies, e.g. solicitors, community teams and other hospitals.
* To cover for other members of the team in times of sickness and annual leave.
* The above duties are neither exclusive nor exhaustive and the post holder may be required to undertake other duties that are within the competence of the post holder and compatible with the expectations of the post.
* The job description will be reviewed regularly in line with changing service requirements, and any such changes will be discussed with the post holder.

The post holder will be required to undertake the following administrative duties:

* Draft and type letters, reports, minutes of various meetings, data tables and any other material as requested by the Administration Manager using various Microsoft packages (e.g. MS Word, MS Excel, PowerPoint).
* Collate, photocopy and distribute documentation as instructed
* Manage incoming and outgoing mail, taking appropriate action as required
* Provide cover for colleagues during sickness and annual leave and provide additional assistance and support as required
* To prepare rooms for meetings, set up equipment and ensure catering and photocopying is prepared
* Ensure all equipment is in working order

**Personal Development**

* In conjunction with line manager, identify and prioritise own developmental needs
* To maintain own PDP and ensure that all Achieve modules are completed when due
* To identify relevant training needs
* To participate in supervision

**ADDITIONAL INFORMATION**

**Confidentiality and Data Protection**

Employees will have access to confidential information and will be required to ensure that the highest level of confidentiality is maintained at all times, adhering to all policies relating to confidentiality. Employees are required to obtain process and/or use person identifiable information in a fair and lawful way. The use of such information is governed by the

Data Protection Act 1998 (DPA) and includes both manual and electronic records. Staff are expected to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose, and to disclose data only to authorised persons or organisations as instructed, in accordance with the Data Protection Act 1998.

This job description is an outline and account of the main duties of the post at the time of writing and does not form a part of the contract of employment. It will be reviewed periodically and amended following consultation between employee and immediate manager.

**Safeguarding - The action we take to promote the welfare of children and vulnerable adults and protect them from harm.**

**SAFEGUARDING CHILDREN AND VULNERABLE ADULTS IS EVERYONES RESPONSIBILITY.** All staff working within Cygnet Health Care who come into contact with children, young people and/or their families/carers, including those who are non-clinical and those who work predominantly with adults has a duty within their role and responsibility to ensure that they understand what is required of them as an individual and as part of the wider organisation in order to keep children and vulnerable adults safe.

The above duties are neither exclusive nor exhaustive and the post holder may be required to undertake duties as directed by the Senior Administrator/Admin Manager that are within the competence of the post holder and compatible with the expectations of the post.

I confirm receipt and acceptance of this job description.

Signed…………………….. Name (print)………………………..

Date………………………..

**PERSON SPECIFICATION**

|  |  |
| --- | --- |
| Impact | * Smart appearance
* Ambassador for the Hospital
* Professional manner
* Confident
 |
| Education | * A good standard of education
 |
| Skills and abilities | * Able to communicate effectively
* Good telephone manner
* Polite under pressure
* Able to remain calm when dealing with difficult customers/situations
* Helpful
* Working knowledge of Microsoft word, Excel and Outlook
* Ability to take accurate minutes
 |
| Other | * Flexible
* Highly organised
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