**JOB DESCRIPTION**

**Job Title:** Administrator/Bank Administrator

**Location:** Cygnet Hospital Taunton

**Reports to:** General Manager

**Accountable to:** Hospital Manager

**Job Purpose:** To provide administrative support to the hospital

**Main Duties & Responsibilities:**

* To provide comprehensive administrative support to all aspects of the hospital operation.
* To provide cover to administrative roles across the hospital for leaves
* When required, to perform reception duties in an efficient, professional and courteous manner, including answering the telephone, meeting and assisting visitors and professionals.
* To participate in and take minutes at meetings and briefings, as requested.
* To comply with the regulations in respect of Health and Safety at Work, Environmental Health, COSHH, Fire Procedures etc. and abide by the Company’s Health and Safety Policy.
* To report any hazards or defects to the appropriate member of the Management Team.
* To support in marketing activities and promotional activity as appropriate.
* To undertake other duties as may be reasonably requested to ensure the smooth running of the Hospital.
* Promote and ensure the good reputation of the Hospital. To act as a positive role model, maintaining and demonstrating a positive attitude towards service users, their families, visitors and other staff.
* Operate office equipment such as fax, photocopier, telephones and computer as required, as well as supply administrative services to the Hospital Manager as required.
* Answer the telephone and respond to all enquiries in a friendly and efficient manner.
* Provide administration support to all disciplines within the Hospital, meeting deadlines, compiling reports for reviews, meetings etc.
* Participate in staff and client meetings and attend training sessions as required.
* Maintain complete confidentiality of all matters concerning the Hospital, service users, staff and related work.
* Notify the Line Manager as soon as possible of the inability to work, and also on return to work, from all periods of absence.

**General**

* To demonstrate non-discriminatory practice in all aspects of work.
* To assist in ensuring quality targets are met in accordance with agreed standards.
* To participate in agreed systems of appraisal and individual performance review with the role of employee.
* Report any faulty appliances, damaged furniture or equipment and any potential hazard to the Hospital Manager.
* Ensure the security of the Hospital is maintained at all times.
* 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.
* Undertake other duties, as required, by the Clinical Manager, General Manager or Hospital Manager.

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

**Skills, Knowledge & Qualifications:**

* Proficient in word processing and spreadsheet production using Microsoft Word and Excel.
* Experience of reception duties and liaising with the general public and professionals.
* To have a range of experience relevant to the post ideally in a healthcare environment.
* Good numerical and word processing skills in particular Microsoft Excel and Word
* Good communication skills and confident manner
* Eye for detail ensuring accuracy
* Ability to organise own time and workload
* Ability to co-ordinate multiple tasks and shifting priorities
* Ability to work well under pressure
* Willing to undertake training courses relevant to the job role in order to maintain skills/knowledge
* Ability to relate well to other people and function as a team player
* Self-starter with the ability to work using own initiative

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Job Holder Name Signature Date

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Manager Name Signature Date