

NHS FORTH VALLEY
JOB DESCRIPTION



1. JOB DETAILS

Job Title: Administrative Assistant

Responsible to Centre Manager

Department(s): Scottish Clinical Simulation Centre

Job Holder Reference:

No of Job Holders: 1

2. JOB PURPOSE

Provide high quality secretarial and administrative support to Educational Director and Centre staff.

3. ORGANISATIONAL POSITION

The Scottish Clinical Simulation Centre (SCSC) is a national facility based within Stirling Royal Infirmary. The Centre houses Scotland's only high fidelity adult and paediatric human patient simulators along with other intermediate and lower fidelity models. It is currently used in the training of under and post-graduate trainees in multiple medical specialities as well as dentists, nursing staff and other allied health professionals. Financial operation of the Centre is dependent on course income generation from the design and delivery of courses. The Simulation Centre has been actively involved in a variety of research projects since its inception in 1998.

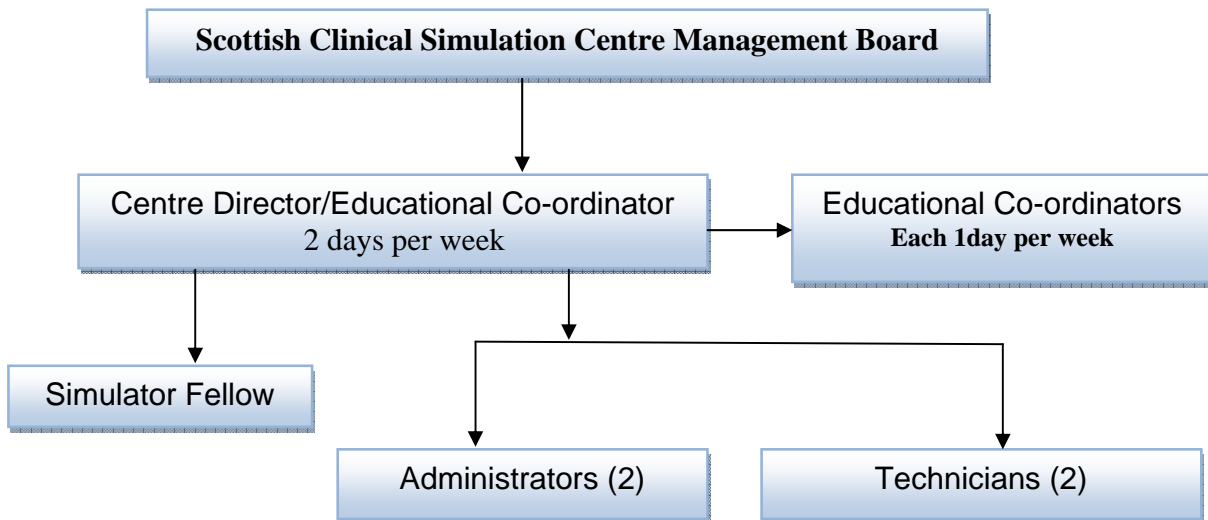
Strategic management of the centre is provided by the Simulator management board and clinical skills programme board at NHS Education for Scotland (NES).

Financial and Operational budgets are held by FVAH

ROLE OF DEPARTMENT

Delivery of high fidelity emergency medical simulation training for medical, nursing, dental and allied health professionals throughout the United Kingdom.

Organisation Chart



4. DIMENSIONS

Provide admin support for Scottish Clinical Simulation and staff.

5. KEY DUTIES/RESPONSIBILITIES

► Course Administration

- Assist with scheduling and advertising courses
- Correspond with participants and ensure that they receive information in good time.
- Responding to correspondence, email, fax and telephone enquiries using judgement and experience to redirect or retain for action.
- Act as first point of contact for course enquiries, redirecting to appropriate member of staff or faculty where appropriate
- Allocating places on courses, ensuring attendance is appropriate and highlighting potential problems to relevant staff/faculty.
- Design and dissemination of publicity material, hand-outs, evaluation forms, attendance registers and course certificates.
- Maintain attendance lists/waiting lists on computer and on file, ensuring all information is updated.
- Participate in the compilation of publicity material for all SCSC courses
- Undertake the administration of course allocations and payments and rescheduling of course dates.
- Maintain a database all course participants to be used for notifying of relevant courses and generating reports.
- Liaise with faculty members from across Scotland regarding course allocation
- Provide a quality administration service to the Director and other senior staff within the Scottish Clinical Simulation Centre.

- Undertake typing/copy typing of correspondence, reports, etc.
- Process staff mail in their absence, using judgement and experience to redirect or retain for action.

► **General Administration Duties**

- Recording and preparation of agenda and minutes of meetings, organising future meetings, distributing minutes and associated correspondence.
- Record staff hours and annual leave on SSTS
- General office duties as when required
- Manage workload unsupervised and use own initiative, knowledge and experience to make decisions, sometimes complex, regarding workload priorities.
- Be jointly responsible with manager for own personal development including developing a personal learning plan, taking part in ongoing training (including training deemed mandatory by the organisation) and agreeing objectives in accordance with Agenda For Change Knowledge and Skills Framework.

► **Finance**

- Arrange for finance to issue invoices for course fees and record information on spreadsheet to reconcile with finance reports.
- Meet with finance accountant on a monthly basis to review income and expenditure
- Authorise invoices for payment (up to £5,000)
- Process travel claims for faculty.
- Manage petty cash.
- Support the income generation capability of the centre by liaising with finance in the collection of income.

► **Information Processing**

- Liaise with web designer regarding changes to web site. Update information on a regular basis.
- Develop, maintain, adapt and update databases for recording participant details and courses run.
- Use complex queries to generate reports and produce SCSC reports when required.
- To participate in audit activities, collate statistical information and produce reports for quarterly meetings.

► **Information Security**

- To observe and comply with the standards, policies and procedures relating to Information Governance
- Ensure that the Data Protection Act 1988, Caldicott Principles and NHS Code of Confidentiality are applied and adhered to.
- To observe and comply with the policies and procedures relating to confidentiality.

6. SYSTEMS AND EQUIPMENT

- Be competent with the full Microsoft Office Suite including Word, Excel, and PowerPoint. The post holder is required to use a Personal Computer on a daily basis to carry out their departmental workload.
- Maintain records of, projects and conferences on Microsoft Access Databases, while data entry and statistical analyses are carried out using Microsoft Excel.
- Be confident in the use of:
 - Desktop PC
 - Laptops
 - Display boards
 - Multi Media Projector
 - Multi functional devices
 - E-Mail
 - Telephone

7. ASSIGNMENT AND REVIEW OF WORK

Work autonomously, managing the day-to-day administration of the Centre. Prioritise own workload but can seek advice when necessary.

8. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal: Simulation Centre staff and FVRH staff.

External: liaise with a wide range of medical professionals, administrators and departments in the NHS and HEIs involved in course organisation; enquires for courses and other information.

Communication is face to face, by telephone, fax, letter and email.

9a. PHYSICAL DEMANDS OF THE JOB

- Sitting for long periods of time using PC as a result incurs repetitive movements in relation to keyboard use.
- The post holder is required to concentrate for a mixture of prolonged and intense concentration on specific pieces of work but often distracted to answer telephone calls or personal enquiries.
- Required to cover in the department during annual leave and sickness whilst continuing to fulfil requirements of own job.
- Light physical effort.
- There is a daily requirement to use a computer, sit for long periods of time and work in confined space with frequent interruptions.
- Have a flexible approach to workload and produce reports to tight deadlines.

9b. MENTAL/EMOTIONAL DEMANDS OF THE JOB

- Ability to work unsupervised.
- Unpredictable workload and ability to work in isolation.
- Ability to multi-task as demand requires ensuring workload is completed to appropriate standards and meets deadlines.

- Managing time effectively, prioritising work to meet competing demands
- Dealing with conflicting staff priorities.
- Dealing with sensitive data

10. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- HND in Business Administration or equivalent
- Knowledge of office procedures/European Computer Driving Licence
- Excellent organisational and time management skills
- Extensive knowledge of Microsoft Applications in particular databases/spreadsheets
- Excellent IT skills
- Excellent interpersonal/communication skills
- Experience of dealing with the general public
- Ability to deal with all business in a confidential and professional manner.
- Ability to work on own initiative without direct guidance
- Motivation to work co-operatively within a team
- Working with confidential data at all times
- Mature outlook essential
- Flexible approach to managing workload

11. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date:

Head of Department Signature:

Date: