

NHS FORTH VALLEY
JOB DESCRIPTION



1. JOB DETAILS

Job Title: Secretary/Clerical Officer

Responsible to

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 Forth Valley Royal Hospital. 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, 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.

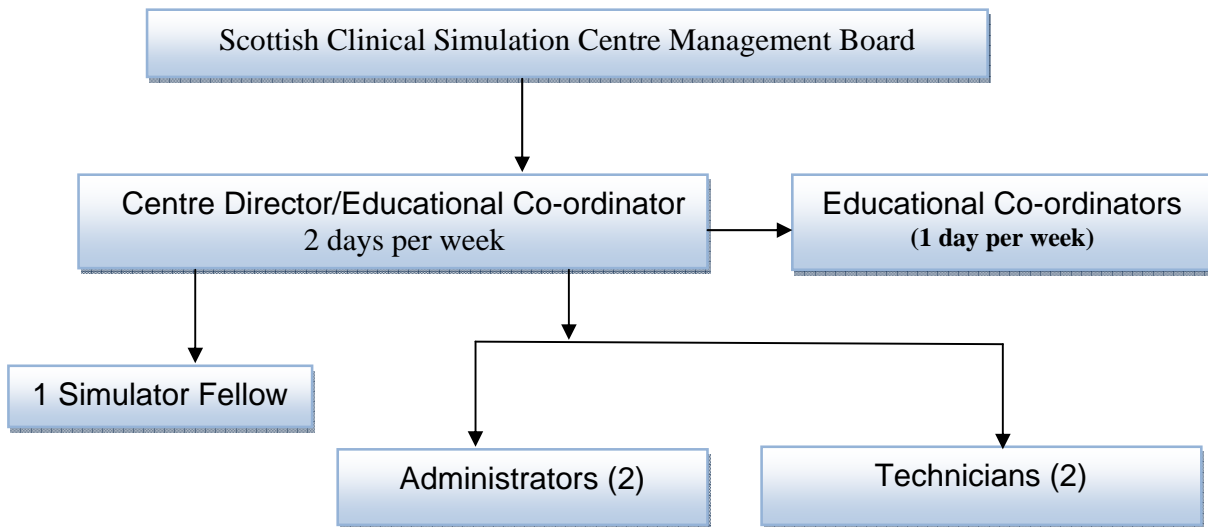
Strategic management of the centre is provided by the Simulator management board and clinical skills programme board at NHS Education for Scotland (NES).

Financial and Operational budgets are held by FVAH

ROLE OF DEPARTMENT

Delivery of high fidelity emergency medical simulation training for medical, nursing, 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 where appropriate
- Allocating places on courses, ensuring application is appropriate and highlighting potential problems to relevant staff/faculty.
- 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.
- Data entry.
- Liaise with SCSC associates from across Scotland regarding course allocation
- Provide a quality secretarial 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.
- 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).

► **Finance**

- Arrange for finance to issue invoices for course fees and record information on spreadsheet to reconcile with finance reports.
- Process travel claims for external staff.

► **Information Security**

- To observe and comply with the standards, policies and procedures relating to Information Governance
- Ensure that the Data Protection Act 1998, 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

- Good knowledge of the full Microsoft Office Suite including Word, Excel, Access and PowerPoint. The post holder is required to use a Personal Computer on a daily basis to carry out their departmental workload.
- 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, providing a secretarial service of the Centre. Prioritise own workload but advice is readily available from administrator or member of team.

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 external organisations regarding enquires for courses attendance.

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 (80%-90%)
- The post holder is required to concentrate for a period of time on specific pieces of work but is often distracted to answer telephone calls or enquiries.
- 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.

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

- NVQ 3 in Business Administration or equivalent
- Desired knowledge of office procedures/European Computer Driving Licence
- Excellent organisational and time management 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

11. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

ESSENTIAL	DESIRABLE
<p>QUALIFICATIONS</p> <p>Administration qualification at SVQ level 3 or equivalent.</p> <p>Proficient in PC programmes.</p>	<p>European Computer Driving Licence</p>
<p>SKILLS</p> <p>Proven Keyboard skills / audio typing</p> <p>Proven Computer skills</p> <p>Good communication / organisational skills</p> <p>Excellent telephone manner</p>	
	<p>Minimum of 2 years in a secretarial post</p> <p>Use of spreadsheets and databases</p>
<p>KNOWLEDGE</p> <p>Knowledge of Microsoft Office software</p>	<p>Knowledge of NHS</p>
<p>PERSONAL</p> <p>Able to work in a small team</p> <p>Flexible – assist with workloads</p> <p>Enthusiastic and committed</p>	