

Scottish Ambulance Service

Job Description

1. JOB IDENTIFICATION

Job Title: **Air Ambulance Administrator**

Department(s): **Air Ambulance Service**

Job Holder Reference: **MLPR346**

No of Job Holders: **One**

2. JOB PURPOSE

Manage all administration within the Air Ambulance Service, and adhere to best working practices within a busy office environment.

Responsible for the delegation of tasks on behalf of the Head of Air Ambulance Service to Service Support Manager, Team leaders & other operational staff, ensuring that policies & procedures and working practices are adhered to at all times and timescales are met i.e. complaints, enquiries, monthly payroll returns, appraisals etc.

Ensure any changes to policies & procedures are disseminated to air ambulance staff and locations.

Provide effective and efficient secretarial and administration support to Head of Air Ambulance Service. Liaising closely with other internal departments – Chief Exec/Board level, external stakeholders, outside organisations and the general public. To assist the Head of Service with confidential and sensitive material, ensuring timescales are achieved.

Provide secretarial support to Senior Managers visiting the Air Ambulance on an ad-hoc basis

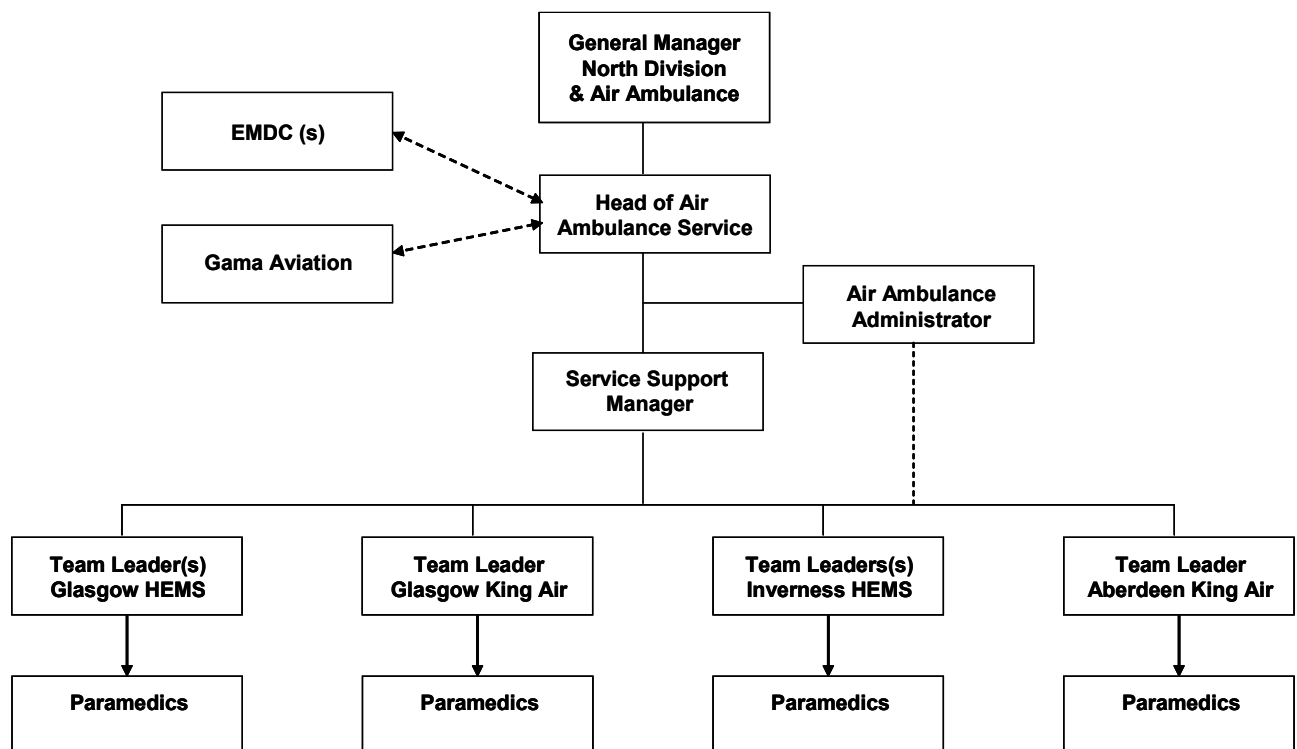
3. DIMENSIONS

- Provide secretarial support to the Head of Air Ambulance Service and the Service Support Manager.
- To provide and manage a comprehensive level of administration support to the Air

Ambulance management team and staff.

- Ensure compliance to secretarial and admin policies.
- Identify and implement changes to Air Ambulance administrative practices and ensure they are cascaded throughout the Service.
- Provide secretarial support to Senior Managers visiting the Air Ambulance on an ad-hoc basis

4. **ORGANISATIONAL POSITION**



5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

The post holder is responsible for the following:

Provide a comprehensive level of administration support to Head of Air Ambulance Service, Service Support Manager and all other levels of staff within the Air Ambulance Service. Ensuring that timescales are met and working practices, policies & procedures are adhered to at all times.

Assist the Head of Air Ambulance Service & Service Support Manager with confidential and sensitive material, ensuring timescales are achieved.

In lieu of the Service Support Manager ensure that staff enquiries are directed to the appropriate person/agency.

Plans & co-ordinates secretarial support to Head of Air Ambulance Service and Service Support Manager, including typing correspondence, reports, minutes and other appropriate documentation to a professional level using both touch & audio skills.

Responsible for preparation and planning of meetings for Head of Air Ambulance Service & Service Support Manager, preparation of agendas, taking and transcribing minutes and ensuring appropriate distribution/circulation.

Keep and manage electronic diary of appointments for Head of Air Ambulance Service. Arrange meetings by liaising with other senior staff, both within and outwith the Ambulance Service. Organise appointments when required.

Makes hospitality, travel and accommodation arrangements, where necessary.

Prioritise incoming mail on behalf of the Head of Air Ambulance Service.

Ensure, in the absence of the Head of Service, that any delegated tasks are completed within agreed timeframes.

Monitor the consumables & uniform budgets on behalf of the Head of Service, advising of any concerns.

Collate information and produce financial documents to allow recharging of out of area treatments. Submit within timescales to Finance Department at NHQ

Produce standard reports using data from several sources ensuring a high level of accuracy due to the sensitive nature of the information.

Maintain comprehensive filing system including personal files ensuring easy retrieval of documents and confidentiality at all times in line with data protection guidelines.

Hold & maintain petty cash monies & register. Responsible for banking facilities.

Provide administrative support for the purchase order system (PECOS) within the Air Ambulance Service, which includes ordering & processing & authorising accounts & invoices

& deal with financial related enquiries. Signatory authorisation on Air Ambulance Service cost centres – up to around £1000 per month on average.

Responsible for the collation of overtime & enhanced payments for all Air Ambulance Service staff. Completion of staff amendments, payroll related changes, sickness absences and other related payroll information. Deal with payroll related enquiries.

Provide administrative support for the Absence Management Procedure within the Air Ambulance Service, ensuring that timescales & procedures are adhered to at all times. Ensure all relevant forms are completed and national procedure is followed. Responsible for the organisation of back to work interviews, OHS referrals, IPRS physio referrals and absence meetings of staff as appropriate. Collate national weekly sickness summary & submit to NHQ. Collate monthly sickness summary for the Air Ambulance Service and submit to Personnel Manager. Provide access details and information for Air Ambulance staff on Occupational Health & Staff Welfare facilities.

Provide administrative support for the complaints procedure within the Air Ambulance Service, ensuring that timescales & procedures are adhered to at all times. Assist in the investigation of complaints by collating relevant information & reports i.e. C3 system & AMPDS. Maintain complaints register, ensuring correspondence and summaries to NHQ are submitted timeously.

Deal appropriately with telephone, written and other enquiries, resolving by collating relevant information & reports as necessary and redirect if appropriate. Ensure effective distribution of information.

Provide administrative support for the recruitment & selection within the Air Ambulance Service. Ensure that procedures are followed correctly. Arrange for advertisements to be posted. Organise interviews & send letters to applicants. Provide and ensure that correct documentation is completed. Ensure that disclosure information/documents are copied & verified. Liaise closely with Personnel department to ensure that policies & procedures are followed correctly. Ensure that all relevant correspondence is collated and sent to Personnel department.

Provide administrative support for the appraisal system for all staff within the Air Ambulance Service, ensuring that timescales, best working practices and policies & procedures are adhered to at all times. Collate report and submit to Personnel Manager.

Transcribe tapes of telephone calls when necessary which at times can be for use within the criminal justice system or as evidence in complaints management, therefore, does require complete concentration

Ensure that the administration of the WTD documentation is accurate, completed and submitted to DHQ within appropriate timescales.

Undertakes faxing, photocopying and collating of documents and reports as and when required.

Ensure data protection guidelines are adhered to at all times.

Provide relief reception/switchboard cover when required. Assist staff, clients, patients and relatives during incidental contact.

Maintains the confidentiality of the Air Ambulance Service and the Scottish Ambulance Service as a whole at all times.

Undertaking such other reasonable and appropriate duties as may be allocated by the Head of Air Ambulance Service.

6 EQUIPMENT AND MACHINERY

Personal Computer which is used for Word Processing, excel, powerpoint, internet usage, internal intranet usage, Microsoft outlook (e-mail), NHS network (e-mail) .

EMDC computers which are used for access to the Command & Control System, IDVR voice recorder and electronic PRF database.

- Fax machine
- Laserjet printers
- Inkjet printers
- Photocopier
- Franking machine
- Meridian telephone system
- Audio typing equipment
- Laminator
- Shredder

7. SYSTEMS

Microsoft word

Microsoft Excel

Microsoft Powerpoint

Internet

Intranet

Microsoft outlook

PECOS

Telephone system – Meridian

IPRS – physio referrals

IDVR – Digital Voice Recorder for all Air Ambulance Service calls

C3 Command and Control system, live access to gather relevant air ambulance information for ensuring effective resource deployment or for complaint handling.

C3 EIS – Command & Control Executive Information Summary, used to develop customized statistical reports.

EPRF – Electronic Patient Report Forms

8 DECISIONS AND JUDGEMENTS

Required to make decisions on a variety of issues including written correspondence from various sources, complaints, telephone enquiries from outside & internal agencies & Air Ambulance Service staff in the absence of the Head of Service regarding putting the enquiry on hold or passing to an appropriate manager for action/advice.

Responsible for the prioritization, delegation and completion of daily admin functions/tasks on behalf of the Head of Service to Service Support Manager, which can have a serious impact on senior & middle management duties within the Air Ambulance Service, whilst adhering to relevant timescales, giving advice and guidance when required.

Discretion required with regards to Personnel issues, i.e. disciplines, counseling and delicate staff issues.

Anticipated problems with regards to meeting timescales, increased workload on a particular occasion, it is the responsibility of the Administrator to resolve them without being asked and able to work and make decisions on own initiative.

9 COMMUNICATIONS AND RELATIONSHIPS

Ability to communicate with a wide spectrum of people - Scottish Ambulance Service Personnel including Senior Managers & staff at all levels in all departments, including Personnel, Payroll, Finance, Procurement, Estates, IT, Fleet, Operations & EMDCs – e.g. dealing with enquiries from, and arranging meetings with:-

NHS Health Boards & Trusts

General Practitioners

Emergency Services

Procurator Fiscal

Air Ambulance contractor and their staff

Suppliers & contractors including stationery, uniforms, cleaning company, building & maintenance, cleaning supplies and office furniture & supplies

Patients and their families

Air Ambulance visitors

High level of interpersonal skills – written & oral.

Must be able to maintain open & honest links with colleagues.

Provide guidance, assistance and support to staff.

Provide information quickly & accurately.

10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

Advanced keyboard skills required (speed & accuracy).

Effort required for the lifting of stationery orders to stores on a weekly basis.

Working in a general office environment with requirement to use a PC for the majority of the day.

Required on a daily basis to capture data from various sources and compile summary reports. This requires the post holder to concentrate on this aspect of their work for 1-2 hours at a time on average.

Occasional requirement to deal with enquiries from bereaved family members where they may be seeking information, or wish to donate funds to the Air Ambulance Service.

Provide support & sensitivity with sensitive issues, particularly when dealing with the general public who have cause to contact the Air Ambulance Service, i.e. complaints.

Multi-tasking workload priorities in an ever changing environment. Ensuring accuracy & precision is achieved.

On the whole working in the Air Ambulance Service administration environment is emotionally & mentally demanding.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

The ability to juggle different tasks to meet deadlines required, whilst being constantly interrupted

Dealing with patients or their families who, at times, can be irate and/or extremely distressed, therefore, it is necessary to use empathic skills to communicate and reassure and assist them.

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

Fundamental requirement for the post holder to be trained and have a theoretical knowledge of the Command & Control System.

A developed knowledge and understanding of administrative and secretarial procedures, many of which are non-routine and require an advanced level of theoretical knowledge, therefore, the post will require experience of working in office administration.

The post holder must be computer literate, be a competent typist with speed and accuracy, must also be numerate. A knowledge of various software applications i.e. Word, Excel, Powerpoint, etc.

Able to communicate with people on all levels, be adaptable to situations with a mature and sensible attitude.

Able work on own initiative.

Ability to prioritise and change priorities at short notice.

Ability to adapt information systems to meet the required specification of the Air Ambulance Service.

Ability to communicate and exchange confidential, sensitive information with different grades of staff. Persuasive skills for agreement and co-operation with a wide spectrum of people.

Ability to keep calm and maintain smooth running of an office when conflicting issues arise.

Sympathetic & empathic and understanding to staff and other's needs.

Must be able to demonstrate decisive and a forward thinking ability to logically implement best working practices.

IPRS (Occupational Health Service) referral training

Excellent organisational skills

Good command of the English language

13. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date:

Head of Department Signature:

Date: