

Scottish Ambulance Service

Job Description

1. JOB IDENTIFICATION

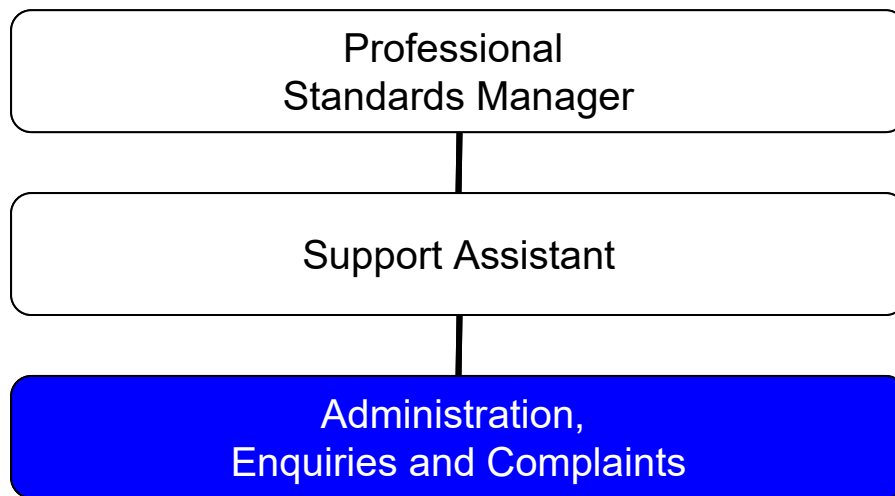
Job Title: Ambulance Control Administrator

Department(s): Ambulance Control Centre

Job Holder Reference: MLPR435

No of Job Holders: 3 (1 per ACC)

2. ORGANISATIONAL POSITION



3. JOB PURPOSE

To provide an efficient, effective and comprehensive level of administrative and functional support across the National Ambulance Control Function, with prime focus to provide a support to the Professional Standards Manager in the handling of complaints and queries for Ambulance Control. The role will also encompass HR administrative support, including the administrative support of the ACC recruitment process, sickness reporting, payroll, updating personnel files and records.

The post requires application of initiative and knowledge gained within the Department, working with sensitive and personal data and the ability to work accurately to deadlines with minimum supervision.

4. DIMENSIONS (REPD)

Area covered: National linkages but regional remit

External liaison: External complainants, other NHS bodies and professionals, internal staff and external recruits.

5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

Provide regional administrative and functional support across the Ambulance Control Centres.

Provide complaints handling administration support

- Input complaints data into to the viewpoint database
- Monitor compliance with complaint timescales and liaise with assigned investigator to ensure that complaints briefings are scanned onto system for NHQ within timefarme
- Extract data from databases and assist with complaints reporting.

Provide Operational and Hr Support by

- Completion of weekly and monthly sickness reports
- Completion of monthly payroll reports
- Monthly and Adhoc Hr Reports
- Providing the administration support of the Recruitment process
- Type letters, collate and produce reports and other documents to specific deadlines.
- Produce minutes of meetings
- Order equipment and consumables using procurement system and assist to process invoices, deal with petty cash and delegated financial matters in accordance with standing financial instructions.

Deal courteously, efficiently and appropriately with enquires, including telephone calls and personal callers. Assist with requests for information or support, resolving queries or redirecting by telephone, fax, e-mail or external mail to relevant authorities or departments.

Deal appropriately with confidential, sensitive or security classified material.

Ensure that incoming mail and other deliveries are opened; date stamped and distributed promptly. Deal appropriately with e-mail accounts and outgoing correspondence.

Provide centralised admin function to support and co-ordinate the recruitment and selection processes across the Service.

Provide centralised admin function to support local management teams in the administration of HR processes.

Undertake such other reasonable and appropriate duties as may be required.

6 EQUIPMENT AND MACHINERY

Office systems. Photocopier, laminator, binding machine, shredder etc. Computer – CHRIS system, MS Office Suite – Word, Excel, PowerPoint, Outlook, Internet Explorer, risk management database – DATIX, Procurement - PECOS. Movement and operation of equipment for presentations.

7. SYSTEMS

IT used to create plans, procedures, guidance, information, presentations and correspondence. Specialised databases.

Maintaining employee files.

E-mail used to communicate internally and externally – exchange information, update versions of plans and contact directories, policies and deal with enquiries. Principal form of communication (except for very confidential information.)

8. DECISIONS AND JUDGEMENTS

The post holder will need to be able to decide on outcomes of complaints, types of letters to be prepared or types of investigations to be carried out. They will also be required to interpret trends in reasons for complaints. The Post Holder will also have to interpret and analyse complaints data for reporting purposes.

Post requires significant initiative and the ability to work accurately to deadlines with minimum supervision.

Interpreting data from sources and inputting data onto databases and spreadsheets.

Objectives are set annually by the Support Assistant, who also manages and appraises performance.

Standard operating procedures exist for routine matters; in other matters the post holder must decide how objectives should be achieved often in consultation with managers within the Department. May also progress routine development matters with external stakeholders.

9. COMMUNICATIONS AND RELATIONSHIPS

The post holder may sometimes encounter difficulties when dealing with complainants or arranging for investigation reports to be compiled.

All internal Departments within the Service on routine matters and in emergency situations.

External parties, including patients, their representatives, NHS professionals, internal and external job applicants

Direct contact with HR team to ensure process are followed

10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

The post holder needs to be able to manage the competing challenges of the differing aspects of the job which can be demanding, physically, mentally and emotionally.

Being involved with sensitive (restricted or confidential) information, including personal and sensitive data.

Changing and unpredictable priorities, some longer term, other immediate (including emergencies) that can overturn activity planning.

Pressure to produce quality work to tight time scales.

Applying a high level of accuracy.

Occasional exposure to distressing material.

The post holder may also have to speak to complainants over the phone therefore a professional,

courteous and sympathetic approach is required.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

The most challenging aspect of the job is to support the ACC to ensure that complaints are responded to within timescales in a positive and non-defensive manner and taking every opportunity to pick out trends in the root causes of complaints.

Dealing with complainants which may be challenging and emotive.

At times conflicting demands mean that good prioritisation and time management skills are essential

Dealing with sensitive and/or personal (restricted or confidential) information.

Dealing correctly and confidently with a wide range of external agencies and staff.

The need to gain an understanding of the specialism (risk management / emergency and business continuity planning) and maintain an overview the current activities of the Department and which managers are responsible for specific issues or projects.

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

Wide range of administrative / clerical experience and have the confidence and ability to work to deadlines with minimal supervision.

Good verbal and written communications skills.

Helpful and “can do” attitude

Computer literate and be familiar with Microsoft applications and databases and training on systems such as Datix and PECOS.

Relevant NVQ Level 3 qualification or demonstrable experience in providing high quality administrative support services.

Experience of working in an office environment is essential

Accurate keyboard skills

Good communication skills

Enquiring and investigative nature

Proven administrative and organisational skills

Ability to work to deadlines and prioritise workload

Excellent interpersonal and communication skills - oral and written

13. JOB DESCRIPTION AGREEMENT

Job Holder’s Signature:

Date:

Head of Department Signature:

Date: