

Scottish Ambulance Service

Job Description

1. JOB IDENTIFICATION

Job Title: OFFICE MANAGER/PERSONAL ASSISTANT

Department(s): ADMINISTRATION

Job Holder Reference: MLPR 094

No of Job Holders: 1

2. JOB PURPOSE

To effectively manage a team of 3 full-time staff within the Administration Department, providing admin and secretarial support to the Divisional Management Team for North & West Division.

3. DIMENSIONS

Management of 3 staff and other resources to provide admin support to the General Manager, Heads of Service, Area Service Managers, Training staff and Workshop Manager.

Assist in the overall management of complaints, ensure reports and returns are completed within set timescales.

Responsibility of petty cash (£200.00 imprest), obtain finances and manage expenditure. Reconcile invoices and accounts against Petty Cash Account.

Management of Franking Machine (£400.00 imprest) to provide mailing expenditure for division.

Attend a variety of meetings as Minute Secretary, draft and distribute minutes as required.

Organise and plan staff cover to ensure efficient functioning of the Administration Department.

3. DIMENSIONS (CONTINUED)

Plan and supervise workload of Administration Department, prioritise activity to Administration Department to meet demands of Admin section and managers.

Management/Control of the ordering of stationery and computer consumables for the division.

Organise and plan Recruitment and Selection of Administration Staff.

Conduct interviews as a member of the selection panel on Recruitment & Selection of Administration staff.

Organise and plan administration support for all Recruitment and Selection for vehicle crew and EMDC staff.

Maintain Payroll and Personnel information and input into relevant databases Payroll System, CHRIS.

Provide support and advice for staff relating to payroll/salaries (answer queries).

Provide Management Information to National Headquarters Departments via Absence Returns, Working Time Directive.

Organise and plan visits by local/national dignatories (MSPs).

Attend training courses/seminars required for Freedom of Information, Data Protection, Complaints, Health & Safety.

Monitor Health & Safety of Administration staff within Admin environment.

Advise and support managers and staff on Data Protection and Freedom of Information issues. (Nominated Data Protection/Freedom of Information Representative).

Arrange Information Technology Training for new software packages as required.

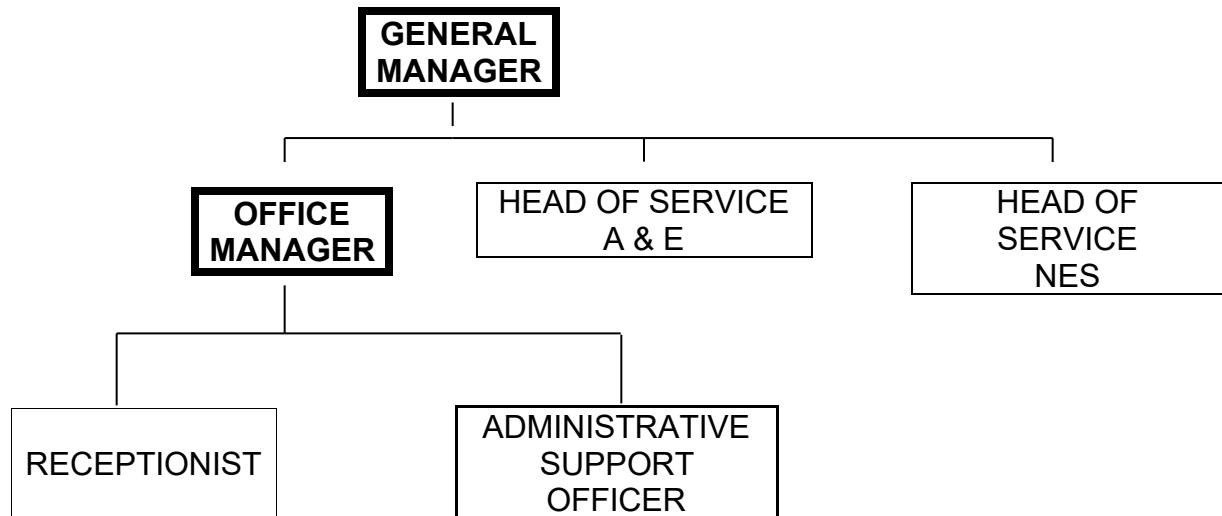
Manage General Manager's diary and activity, make appointments and travel and accommodation arrangements.

General Office duties filing, photocopying, etc.

Ensure security of office areas and personal information.

Manage annual leave rota for Admin Staff to provide effective cover throughout the year.

4. ORGANISATIONAL POSITION



5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

To directly manage the Administration Support Department of North & West Division.
Ensuring effective and comprehensive admin and clerical support to (7 + EMDC) managers.

- Appropriate prioritisation of workload and delegating tasks to team members
- Ensuring accuracy of output from individual team members
- Dealing appropriately with telephone calls and enquiries to Senior Management Team
- Providing confidential secretarial support to Senior Management Team
- Ensuring accuracy of data input by more junior members of staff to:-

Working Time Directive Database
Payroll
PECOS

6 EQUIPMENT AND MACHINERY

P.C's
Laser Printer
Fax Machine
Photocopier
Telephone System/Switchboard
Scanner
Label Printer
Laminator
Binder
Shredder

7. SYSTEMS

Payroll System

PECOS

CHRIS

Working Time Directive Database

Complaints Database

Absence Management

8 DECISIONS AND JUDGEMENTS

Judgements and decisions relating to 3 staff referring up to General Manager if necessary.

In the absence of General manager provide alternative arrangements to those requested in the management of activity/diary.

Management of workload within existing deadlines to ensure the smooth running of the Administration Department.

Overseeing that invoices are checked by clarifying that services/products have been received and judging them okay to pass for payment.

Decisions and judgements made in relation to Payroll in the respect of payment of overtime, call outs and standby and also in the reporting of the Working Time Directive hours.

The handling of complaints and incoming mail, faxes and telephone calls passing the same on to the correct officer/member of staff to deal with.

Prioritising workload of Administration Department based on day by day needs of local managers and National Headquarters.

Judgements or decisions to refer documents/information to line managers where inconsistencies are observed/found.

9 COMMUNICATIONS AND RELATIONSHIPS

Within own Department and other Scottish Ambulance Service Divisions:

Regular contact with General Managers, Heads of Service, Area Service Managers, EMDC Staff, Administration Staff, Technicians/Paramedics, face to face by telephone, e-mail and in writing.

Also staff in North & West Division, Scottish Ambulance College and National Headquarters.

External to Scottish Ambulance Service:

Regular contact both face to face and on the telephone to arrange meetings and to answer queries etc with Clerical, Secretarial, Nursing, Heads of Department, Consultants and GP's at Raigmore Hospital and other Hospitals and NHS establishments both in Scotland and other areas of the U.K.

Frequent communication with Northern Constabulary, Highland & Islands Fire Brigade, Highland Council, Media, MP's on a regular basis to arrange meetings, answer queries and complaints etc.

Service providers, businesses and establishments on a daily basis to order services and goods for the Division and also to query invoice and order discrepancies.

General public, patients and relatives in relation to enquiries on ambulance transport, enquiries and complaints.

10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

Management of a small team ensuring that workload is appropriately delegated, completed effectively, and within varying deadlines. Within this context the prioritisation and demands of the many managers I work with regularly creates a stressful environment due to competing/conflicting demands.

As with meeting the needs of managers, individual needs of admin staff within the needs of the Service often creates conflict in maintaining effective efficiency of the office environment.

Managing the individuals of the team including annual leave, sickness absence.

Completing appraisals and setting objectives.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Direct management of staff to ensure that the service provided by the Administration Department is carried out accurately and timeously.

Prioritising Administration Department workload and activity. Ensuring accuracy of information and statistics provided to National Headquarters.

Directly dealing with and solving problems on a day to day basis from enquiries from staff and general public both face to face and on the telephone.

Conducting appraisals places additional demands due to the requirement to be fair, accurate and honest in the appraisal process.

Sitting on interview panels.

Developing local databases for collecting/evaluating information obtained locally and for local use.

Member of the Continuous Improvement Group

Nominated as representative for Data Protection/Freedom of Information Group

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

High level of interpersonal skills, exceptional communication skills, computer literate with knowledge of Microsoft Word, Excel, Access and department databases.

Ability to develop personal skills in Information Technology environment.

Experience of administrative, reception, secretarial, invoice processing and payroll.

Ability to work under pressure with a high degree of accuracy and initiative in relation to Payroll and Working Time Directive input.

Effective organisational and administrative skills, good time management and ability to manage and work well within a team environment.

Knowledge of minute taking/take dictation as required.

Possession of a pleasing (front of office) personality with efficient and effective back of office attitude.

Service Policy and Procedures of Personnel Management

Ability to develop personal skills in I.T environment and use a variety of software packages.

13. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Head of Department Signature:

Date:

Date: