

Scottish Ambulance Service

Job Description

1. JOB IDENTIFICATION

Job Title: Administration Support Officer

Department(s): Administration Department/Sub-Divisional HQ

Job Holder Reference: ML244

No of Job Holders: 1

2. JOB PURPOSE

To assist in providing Secretarial, administration and clerical support for the day to day running of the Ambulance Service for East Region.

3. DIMENSIONS

Receive/send Uniform orders for all of Forth Valley - 34 Non Emergency Staff, 143 Accident & Emergency Staff, , 2 Area Service Managers, 1 Head of Service, 1 Deputy Director, Support staff.

Receive and receipt Stores for 6 Stations

Admin support for 6 Stations and 5 Officers/Managers

Co-ordinating electronic diaries for Senior Management Team

Dealing with outside agencies on behalf of the Senior Management Team

4. ORGANISATIONAL POSITION

CHART

Regional Director

Deputy Director



Head of
Ambulance
Services

Administration
Support Officer
(This Job)

5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

Telephone Answering

- verbal complaint from Patients (take details over phone for completing form). Contact appropriate complainant and offer apology and close complaint off.
- staff/station administration of uniform or stores
- Staff wishing to speak with Line Manager
- Calls often from Solicitors requesting to Precognise staff
- Calls often from other Ambulance Staff in other areas
- Calls from other agencies on behalf of Senior Management Team

Reception

- Staff re Uniform, Stores, Identification Badges, Annual Leave

Computer Used Daily for

- Word Documents – Typing letters (for Management Team,), Minutes (Local, Regional and National meetings, Investigatory interviews, Absence Meetings, Disciplinary Hearings etc.), Complaint acknowledgements- - briefing notes, , , Quotes typed up for Events/Private Hires
- Excel Documents – , , . Updating commendation register
- . GRS – Collate monthly sickness reports for Payroll, enter sickness information including certificates and contacts, collate individual sickness for Management Team. Review staff availability for scheduling of meetings. PECOS – for ordering/receipting supplies and uniform
- Email used daily for sending and receiving messages
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- Maintaining electronic diary for Deputy Director, Head of Service.
- eESS – Entering staff changes, engagement and termination information to ensure correct payment of salaries
- Intranet – Uploading documents to work area
- GTS – Input information from Patient Report Forms
- Managing conference room bookings including hospitality.

Uniform

- Check orders completed by staff are warranted, pass to Line Manager for authorisation, order on PECOS. On receiving check correct goods are received, mark on packaging staff member name, report any incorrect items sent or faulty goods, date stamp delivery note date received, forward on to staff member, file paperwork accordingly. Assist New Starts with

supplying of sizing suits and ordering up their uniform and also circulating sizing suits around Division when required.

5. MAIN TASKS, DUTIES AND RESPONSIBILITIES CONT'D

Photocopying

- All personal letters typed for personal files.
- Letters with Distribution lists.
- Costing/Quotes with Finance Forms (forms sent to NHQ for invoicing) for filing.
- Vacancies related to Division and put in Ambulance Station trays.
- Road Notices/Closures and put in related trays.

Health & Safety

- Assists line manager(s) as required with risk assessment of tasks carried out and ensures that safe working practices are followed at all times in line with Service Policy and current legislation.
- Ensures that any accidents, near misses or hazards are reported immediately to line manager using the Health & Safety Accident & Incident Reporting Form, the Vehicle Accident Report Form and/or REPD Incident Report Form as appropriate.

Assist Gold/Silver Commanders as a Loggist at various major incident exercises and live events as required.

6 EQUIPMENT AND MACHINERY

PC used everyday, Microsoft Word, Excel, various Databases(Complaints,),), email, eESS, GRS, GTS

Photocopier used for copying/printing of all letters typed daily, mainly used by A & C Grade 2

Fax Machine for ordering of Uniform, send notices i.e. road closures, notices done by Line Managers, to stations, EMDC, ASO's, other Admin Department's and other Area's.

VC and Teleconferencing System used within the conference room facility

CCTV System within Falkirk Station

6 EQUIPMENT AND MACHINERY CONT'D

Dymo Address Label Writer printing address labels for envelopes, labelling boxes, and labelling files/folders

Dymo Label maker for security marking of items used at events, labelling of mobile phones,

Laminator used for laminating of notices and specifically used for making Ambulance Car Driver ID badges and car stickers

Shredder for destroying of out-of-date staff directories, white copies of Patient Report Forms(PRF's), confidential letters no longer required

Franking Machine franking outgoing mail

Switchboard – Operate Meriden switchboard, receives up to 2 incoming calls at any one time, all callers can be put on hold if extension required is busy.

7. SYSTEMS

Windows, for typing letters, notices, memos, costings, etc

Excel, for input of Working Time Directive, Shift rosters, Holiday rosters

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Intranet, Registering a complaint in absence of PA, printing reports, checking Policies and Procedures. Uploading information to work area.

Working Time Directive, collate information on a weekly basis then input onto excel sheet and forwarding on to Senior Information Assistant once a week.

PECOS, order uniforms daily, then receipt on receiving of goods also receipt other sub-divisions when required.

Microsoft Outlook for Email use daily, managing Senior Management Team diaries.

GRS and eESS systems for inputting staff personal files, absence, annual leave, shifts etc.

8 DECISIONS AND JUDGEMENTS

Uniform – Work on own initiative, make decisions on allocation of Uniform requested before passing on to Line Manager for authorisation. (Staff get replacement Uniform on a wear and tear basis so if someone after i.e. asks for another pair of boots when they only received boots 2 month ago I query why they need new pair so soon.

Verbal Complaints – Make decision if Patient/Complainant would benefit from speaking to appropriate Manager if they are reluctant to make a Formal Complaint in writing.

Work on own initiative with minimum supervision. Must prioritise own workload to meet changing Divisional priorities.

First point of contact with visitors to station.

9 COMMUNICATIONS AND RELATIONSHIPS

Daily contact with other Administrative Staff in HQ and Divisional, Non-Emergency staff, A & E staff, Area Service Managers, Senior Managers, general public and IT Technician.

Weekly contact with Management Team and National Headquarters staff e.g. Personnel, Payroll, MIS Dept, Procurement Dept, etc.

Also contact made with other admin staff in other Divisions.

Contact to/from NHS Forth Valley/Fire Brigade/Police on behalf of Senior Management Team

10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

Physical

Combination of Standing/ sitting /walking/carrying (Up stairs, Down stairs)

- Filing involves movement in the office on a daily basis.
- Stores and Uniform delivery of these weekly – manual handling.
- Photocopier in another part of office.
- Collect mail/ from another building/office.
- Fast keyboard skills

Mental

Frequent concentration, work pattern unpredictable

- Work often interrupted by staff/Managers with queries to be dealt with immediately
- Concentration sometimes required with answering telephone queries, checking documents or accuracy.
- Can be emotionall challenging when dealing with some aspects of transcribing investigatory interviews and minutes

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Most Challenging

- Prioritising demand.
- Keeping up with everyday tasks enabling job-holder to always be available for last minute demands.
- Given deadlines always met.
- Remaining calm in tough situations
- Providing daily confidential and accurate admin support for the Deputy Director and Head of Service.

Difficult Parts of Job

- Collation of Information from the Division by specified deadline. Often due to Annual Leave, Sickness and Shift Patterns worked.

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

Knowledge

Computer Knowledge

Work as part of a Team

Work on own initiative

Good Communication Skills

Flexible

Adapt to change easily and regularly

Understanding of a range of work procedures and practices

Basic Level of theoretical knowledge would be an advantage

Training

HNC in Office Administration is essential. Training in Microsoft Word, Excel and Power Point to a good standard, however advanced courses would be an advantage.

Experience

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PA/Admin experience essential

High accuracy and speed in typing

<p>13. JOB DESCRIPTION AGREEMENT</p> <p>Job Holder's Signature:</p> <p>Head of Department Signature:</p>	<p>Date:</p> <p>Date:</p>
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