

Scottish Ambulance Service

Job Description

1. JOB IDENTIFICATION

Please complete all sections apart from the jobholder reference and note that the job holder(s) should not be named. It is intended that the job descriptions will be anonymous for grading purposes. The Personnel Team will therefore devise a confidential system to link job holders with their job descriptions and will complete the jobholder reference.

Please remember to attach a compliment slip to your completed job description, with your name on it. This will be removed prior to any matching or evaluation exercise.

Job Title: Administrator – Band 3

Department(s): Various

Job Holder Reference: MLPR470

No of Job Holders: Multiple

2. JOB PURPOSE

To provide effective and efficient administrative support to the local management team level.

To lease closely with other departments as well as internal and external organisations and the general public.

Working individually and as part of a team to support the organisations strategic objectives.

3. DIMENSIONS

Provide secretarial support to the Head of Service/ Area Service Managers/ local management team

4. ORGANISATIONAL POSITION

Varies by location

5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

Responsible for identifying personal and professional development needs in relation to your role.

Prepare and participate in KSF professional development planning and review activities.

Provide comprehensive secretarial and administration duties including typed correspondence, Microsoft office, emails, minutes and action notes, reports, bulletins and other documentation.

Managing your personal workload on a daily basis and prioritising tasks.

Responsible for organising meetings including the circulation of all associated documentation e.g. agendas. Ensuring the meeting room is set up with the relevant equipment, facilities and technology.

Demonstrate a high standard of awareness for applications appropriate to your area of work

Organising hospitality and travel as required.

Deal appropriately and courteously with queries resolving these or redirecting them to a more senior member of staff.

Managing your personal workload on a daily basis and prioritising tasks.

Ensuring that information is handled securely, regularly updated and maintained on databases. Information should be stored securely to facilitate the easy retrieval of both electronic and physical, accurate records.

Providing cover for members of the team during peak periods and periods of absence.

Maintain the confidentiality of the Service at all times.

Undertake the collation of documents and reports when required.

Receiving and looking after telephone calls and visitors.

Using the electronic ordering system and checking invoices when received.

Taking and transcribing formal action points and notes.

6 EQUIPMENT AND MACHINERY

PC and Printer

Video conferencing

Telephone

Photocopier

Laminator

7. SYSTEMS

PECOS

Software packages including Microsoft Office

@SAS/ the intranet

Outlook Mail- sending and receiving emails, calendars

Viewpoint/ Work Area

8 DECISIONS AND JUDGEMENTS

Use own initiative in identifying and carrying out tasks to ensure that a good level of service is provided

Understanding a range of work procedures and practices which require a level of theoretical knowledge.

Ability to resolve routine and non-routine queries which may require theoretical knowledge.
Ability to use judgement in relation to when queries can be resolved and when they need to be escalated to more senior staff.

Ensure information and correspondence is handled sensitively and efficiently to appropriate recipient for action

9 COMMUNICATIONS AND RELATIONSHIPS

Communication with members of staff, and occasionally the public, either by telephone, fax, email or in person.

10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

Accurate keyboard skills

Completing deadlines with frequent interruptions.

Prioritising workload

Keeping information accurate and up to date

Occasional, indirect exposure to distressing or emotional circumstances.

Requirement to use visual display unit equipment more or less continuously on most days.

Frequent requirement for sitting or standing in a restricted position for a substantial proportion of the working time

11. MOST CHALLENGING / DIFFICULT PARTS OF THE JOB

Working to deadlines

Receiving and collating different information which may be complex

Reliance on other staff members to supply information efficiently

Frequent requirement for concentration where the work pattern may be repetitive.

Competing demands for attention and reprioritising priorities.

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

Qualified to HNC level or ability to demonstrate a similar level of experience.

Must be computer literate in word, Excel, email, knowledge of databases

Advanced keyboard skills

Have good communication skills both verbally and written

Able to prioritise work load independently

Able to use own initiative

Capable of multi-tasking

13. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Head of Department Signature:

Date:

Date: