

## JOB DESCRIPTION

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**Job Title:** Clerical Officer / Administrative Assistant  
Band 2

**Division:** Gastroenterology and Endoscopy

**Managerially Responsible To:** Administration Manager

**Professionally Responsible To:** Deputy Directorate Manager

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### JOB PURPOSE

To provide a range of administrative support within the Administration / Secretarial team.

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### MAIN DUTIES & RESPONSIBILITIES

- Contribute to the administrative / secretarial service by undertaking the preparation of medical notes prior to clinics, ensuring all relevant documentation is available. Locating case notes prior to clinics and requesting / collecting these from various locations across the Hospital as necessary. Use PAS to locate and track case notes. Take telephone enquiries and escalate as appropriate whilst liaising with internal departments and external organisations.
  - Audio Typing
  - Open and action mail.
  - Maintain diaries and waiting lists as appropriate to the speciality, cancelling and rebooking appointments as necessary.
  - Distribution and sending of post.
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- Message taking and telephone calls.
- Retrieving and storage of files, medical records and x-rays.
- Filing of investigations/medical records, reports and photocopying.
- Provide appropriate reception service, greeting patients, staff and visitors, and ensuring their customer service needs are provided as and when required.

## **PERSON SPECIFICATION**

### **Essential Criteria**

- Minimum of 5 GCSE's or equivalent.
- Keyboard skills.
- Good communication skills.
- Able to complete tasks started or given by others.
- Possesses a degree of initiative and basic independent judgement.

### **Desirable Qualification**

- NVQ level 2 / RSA 1

## **INFECTION CONTROL**

It is a requirement for all staff to comply with all infection control policies and procedures as set out in the Trust's Infection Control manual. The postholder is also responsible for ensuring all their staff attends mandatory training, including infection control and to provide support to the Director of Infection Control.

## **PATIENT SAFETY**

The postholder as a senior member of the Trust is accountable for patient safety ensuring compliance with the Health Act, Annual Health Check and related health policies

## **HEALTH AND SAFETY**

The postholder must not wilfully put him/herself or others at risk while at work. Safe working practices and safety precautions must be adhered to, protective clothing and equipment must be used where provided.

All accidents must be reported to a member of management who has to participate in accident prevention by reporting all potential hazards.

## **EQUAL OPPORTUNITIES AND FAIR TREATMENT**

The postholder will immediately report to their line manager any breach or suspected breach of both equal opportunities and fair treatment guidelines

## **SECURITY**

The post holder has a responsibility to ensure the preservation of NHS property and resources.

## **CONFIDENTIALITY**

The post holder is required to maintain confidentiality at all times in all aspects of the work.

## **TEAM BRIEFING**

The Trust operates a system of Team Briefing, which is based on the principles that people will be more committed to their work if they fully understand the reason behind what is happening in their organisation and how it is performing.

It is expected that all employees will attend the monthly briefing sessions.

## **No Smoking Policy**

The Trust had adopted a smoking control policy, which applies to all staff, patients and visitors and extends to the hospital grounds as well as internal areas. Staff appointed will agree not to smoke on hospital premises.

Signed:

Date:

Review Date:

Manager:

Date:

This job description indicates the main functions of the post holder and may be subject to regular review and amendment in the light of service development. Any review will be undertaken in conjunction with the post holder and in line with Trust policy.