

**HOSPITAL SERVICES****OCCUPATIONAL HEALTH****ASSISTANT ADMINISTRATIVE OFFICER****AA1/AA2****JOB DESCRIPTION****JOB SUMMARY:**

The post holder will work as part of the Occupational Health team currently based at Le Vauquiedor Office. They will primarily be responsible for providing administrative, reception, clerical and audio typing support from Monday to Friday between 8.30am – 4.30pm.

**RELATIONSHIPS:**

The post holder will provide support to the Office Supervisor. They will need to liaise with all staff groups within the States of Guernsey, outside agencies and the general public.

They will report directly to the Office Supervisor and will be responsible to the Occupational Health Manager.

**MAIN DUTIES AND RESPONSIBILITIES:**

- Undertake duties to ensure the smooth and efficient running of the OH department, including opening, and distributing departmental mail, filing, preparation of various correspondence and data inputting on the various databases and spreadsheets.
- Provide a reception service for the department, meeting and greeting all callers to the department.
- Deal with general Occupational Health enquiries both face to face and by telephone from managers and employees from HSC, States of Guernsey departments and the private sector, ensuring that accurate information is given.
- Deal speedily and efficiently with urgent situations as they arise.
- Provide support in the smooth running of the department's clinics, including ensuring that all files are collated prior to the clinic and followed up as requested by the Occupational Health Nurse/Occupational Health Advisor/Occupational Health Physician following the clinic.

- Make appointments within allocated clinic time for all clinical staff.
- To be involved with general office management (i.e. ordering supplies).
- Periodically support the Office Supervisor with the review and updating of departmental administration procedures.
- Organise and maintain the Occupational Health files and the filing system, ensuring that background clinical information is available as and when required by the clinical staff.
- Undertake any other duties as may be required from time to time by the Occupational Health Manager.
- Undertake any training deemed relevant by the Occupational Health Manager.
- Comply with the States of Guernsey 'Health & Safety at Work' policies and any other departmental policy or procedure.
- Use various software packages and I.T. systems and to attend relevant training as and when required.
- To ensure that all written and electronic records are recorded, stored and retrieved as per the Data Protection (Bailiwick of Guernsey) Law 2017.

## **KEY CRITERIA:**

### **Essential**

1. Ability to work effectively in a team and on your own.
2. Sound oral and written communication skills with the experience and ability to communicate effectively with a wide range of people from a variety of backgrounds.
3. Good working knowledge of Microsoft Office, keyboarding skills and experience of using and setting up Excel databases.
4. Competent typist
5. Ability to organise and prioritise own workload to meet deadlines
6. Demonstrate literacy, numeracy accuracy and attention to detail
7. Ability to file, retrieve, shelve and organise materials in a paper based filing system.
8. Able to maintain a high degree of confidentiality and to act in a professional and sensitive manner.
9. Ability to contribute ideas and demonstrate initiative and flexibility.

## **DESIRABLE**

10. Audio typist
11. Knowledge of SAP
12. Awareness of Occupational Health issues.

## **KEY COMPETENCIES / BEHAVIOURS:**

- Consider how their own job links with and impacts on colleagues and others.
- Review working practices and come up with ideas to improve the way things are done.
- Act in a fair and respectful way in dealing with others.
- Proactively contribute to the work of the whole team.
- Communicate in a way that meets the customer's requirements and gives a good impression of the public service.
- Work in an organised manner using own knowledge and expertise to deliver on time and to standard.