

DDRC Healthcare

Job Description – Administrator

Hours – Full Time, Monday to Friday. 08:00 – 16:00

Job Purpose and Tasks:

- A DDRC Healthcare Administrator will be flexible to support all teams in the provision of services. Administrators have front line contact with patients, students and the general public or other external stakeholders, as well as internal colleagues. The duties and responsibilities to be undertaken by members of the DDRC Healthcare administration team may include any or all of the items in the following list, and any other duties deemed commensurate of this role.
- Assistance with management of the personnel files and filing system
- Inputting HR data onto Sage HR.
- Ability to assist with general facilities tasks such as programming of access cards.
- Support the HR Manager with delegated tasks to include recruitment and occupational health liaison.
- Cover the reception desk, greet customers, patients and clients approximately 3 days per week. Phone calls are taken using 3CX and this is shared between the team.
- Assist the Operations Director with the management of EBASS certifications.
- Assist staff including senior managers with use of the outlook diary system.
- Support the senior managers with appropriate tasks – this might include writing of reports, organizing diaries, assisting with accommodation.
- Assisting with the writing of quotes for clients.
- Typing / word processing various documents / electronic information
- Use the DDRC Medical and Course booking system (ARLO) to input appointments, print certificates and book clients into those appointments.
- Take minutes at meetings, typing and distributing minutes.
- Printing, scanning, photocopying.
- To work closely with DDRC Professional Services and provide admin assistance when requested by the HR and Facilities Manager or the Pro Services Manager including printing of course certificates and email / phone enquiries.
- To present a high quality image to all visitors and customers providing a high standard of service welcoming all visitors and customers in a professional, efficient and friendly manner.
- Computer data entry/data allocation and collation; processing and recording information accurately.
- Liaise with departments and communicate relevant information as necessary ensuring effective and efficient communication throughout departments.
- Ensure office telephone is answered promptly and messages are passed on appropriately.
- Respond to requests from patients, other team members and associated agencies and providers.

- To provide cover for members of the administration team during periods of sickness and annual leave. Therefore, the post holder is required to gain a working knowledge of other administration roles in the Centre.
- Filing and retrieving paperwork (SOPs etc)
- Preparation of letters using copy, audio and digital dictation may be required.
- Remain in date for all mandatory training requirements.

Responsible for:

- Administrative support to all departments and services with support to the Administration Department generally. To work within the objectives of the charity.

Key Working Relationships:

- Directors of DDRC, Administration Team, Medical and Clinical staff in Plymouth, DDRC Professional Services Team and the Finance Team.

Responsible to:

- The Facilities and HR Manager

Qualifications required:

Recognised administration qualification or equivalent experience.
(See person specification)

Essential Skills:

Ability to adapt to new computer systems

Experience of providing information for reports or writing of brief reports

At least three years' experience in an administrative role

Excellent Customer service skills

Excellent communication skills both written and oral.

Highly literate and numerate

Experience of creating and maintaining administrative systems and procedures

Must be competent to use Microsoft Office, including Word, Intermediate Excel, Outlook and PowerPoint.

Experience with databases to include data entry, search and reports

Touch typing and audio typing skills

Strong interpersonal skills

Excellent team player with a positive attitude

Able to work in a tidy, well ordered manner

Able to time manage and prioritize own work effectively

Note:

The above is not an exhaustive list of duties and the post holder will be expected to perform different tasks as necessitated by their changing role within the organisation and the overall business objectives of the organisation.

Wherever possible these changes will be made in consultation with the post holder, usually but not exclusively as part of the staff appraisal process. The role is expected to evolve and the post holder will be required to take a proactive approach to ensuring that his/her skills and competence are maintained and developed in tandem with changes in the role and in line with the needs of DDRC.

You will perform, to the best of your ability, all the duties of this post and any other post you may subsequently hold and any other duties which may reasonably be required of you and will at all times obey reasonable instructions given to you

Job Description agreed and approved;

Manager.....
(Signature)

.....(Job Title)

.....(Date)

Potholder.....
(Signature)

Date.....

Core Principles of the DDRC Team:-

Each member of staff holds a responsibility:

To adhere to the strict requirements for confidentiality in relation to the business and activities of DDRC and to information relating to patients and users of the services provided and the staff of DDRC

For their own safety, and that of the patients and visitors, whilst undertaking DDRC business, every staff member must adhere to the standard operating procedures laid down by the organisation regarding the work which they undertake, and where visitors or patients are present, ensure that they are afforded the appropriate protection which these provide

To support all other members of staff both professionally and personally

To acknowledge the importance of Team working, in addition to each individual's own role and responsibility

To provide and/or support high quality care for patients

To promote excellence in all aspects of the work, in order to develop an international reputation for good practice and innovative research in both diving and clinical fields

To act at all times in a professional manner, maintaining the good reputation of DDRC and its good standing within the local, health and business community

To work within the objectives of the charity.