

# Job Requirements

Job Ref No: OTU010



Job Title	Reporting to	Responsible for
ADMIN ASSISTANT – UNITS	ADMIN CO-ORDINATOR/ DCU MANAGER/CONSULTATION / CENTRE MANAGER	-

This is an outline job description, intended to give the post holder an appreciation of the role and the range of duties to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals.

## Job Purpose

To complete administrative and client support tasks within the unit in accordance with bpas' policies, procedures and quality standards, supporting clients through their episode of care.

## Principle Duties and Responsibilities

**1. To work as part of the Unit team in carrying out administrative and client support tasks in an efficient and friendly manner ensuring that the client feels accepted, supported and confident about bpas' services.**

- 1.1. To answer and direct telephone queries, liaising with both internal and external colleagues as necessary.
- 1.2. To welcome clients and escorts to the unit directing them as required
- 1.3. To accurately check or complete as necessary **bpas** and legal paperwork, ensuring all relevant documentation is available for the client's episode of care.
- 1.4. To provide all relevant information to clients in a supportive and reassuring manner, to ensure informed choices are made at all stages of their episode of care.
- 1.5. To provide all relevant information to clients in a supportive and reassuring manner, to ensure informed choices are made at all stages of their episode of care.
- 1.6. To liaise with other departments/ units/ external providers to ensure any onward referral covers all necessary information, including any specific requirements, deferring to appropriate personnel whenever the clients needs dictate.
- 1.7. To monitor, edit and amend appointment list, using as appropriate **bpas** booking system, informing clients if changes to their appointment become necessary.

**2. To undertake general admin and client support tasks to promote the smooth operation of the Unit as directed by the line manager.**

- 2.1. To provide a typing/ word processing service to the unit
- 2.2. To assist in the monitoring, control and ordering of stock in accordance with **bpas** procedures.
- 2.3. To sort and distribute incoming mail. To stamp/frank outgoing mail.
- 2.4. To prepare and despatch statistical information and reports.

2.5. To provide cover for other admin staff within the unit.

### 3. To implement unit Financial Procedures.

- 3.1. To advise on and collect fees from clients, carrying out and implementing **bpas** financial and banking procedures.
- 3.2. To carry out other cash handling and banking procedures as necessary.

### 4. General

- 4.1. To maintain the professional image of **bpas** at all times when engaged in **bpas** business
- 4.2. To treat all information as confidential and adhere to the obligations of the Data Protection Act
- 4.3. Comply with the policies of the organisation including **bpas** health & safety
- 4.4. Adhere to **bpas** Infection Control Policies and make every effort to maintain high standards of Infection Control at all times (recognising that Infection Control is everyone's responsibility, whether clinical or non-clinical)
- 4.5. To take responsibility to safeguard young people and to protect vulnerable adults.
- 4.6. To demonstrate personal commitment and contribution to effective teamwork across the full range of **bpas** activities including the maintenance of effective liaison with internal and external key people and organisations
- 4.7. To be committed to equality of opportunity and valuing diversity and ensure this is integrated into all activity
- 4.8. To actively and continuously review all work related activities and suggest areas for improvement
- 4.9. To undertake any other tasks which are commensurate with the level and responsibilities of the post

	Agreed by Manager / Employer	Agreed by Job holder
Signature		
Print Name		
Date		

Date of last review: July 2006

## Person Specification

*(‘Desirable’ Criteria are marked in Italics)*

### Education / Qualifications / Training

- Min of 4 GCSE’s or equivalent
- Secondary education - 4 GCSE’s or NVQ Level 2 or equivalent
- Clear, legible handwriting
- Reasonable level of keyboard skills
- *RSA 1 Word Processing or typing*
- *Competent in Microsoft Office*

### Experience

- Experience of dealing face to face with the public together with general office duties and cash handling
- Experience of dealing face to face with clients who may be angry or upset, within a care environment.

### Knowledge

- Clerical procedures including the checking of documentation
- Telephone and reception procedures
- Cash handling

### Skills

- Good interpersonal skills
- Administratively competent
- Pays attention to detail

### Disposition / Temperament

- Friendly
- Team player
- Non judgmental
- Supportive
- Able to maintain strict confidentiality

### Physical Characteristics

- Clear speaking voice
- Smart/casual appearance

### General

- Able to travel to other sites, and work additional hours as necessary
- Commitment to a woman’s right to choose abortion
- Prepared to be vaccinated against Hepatitis B