



JOB DESCRIPTION

Title - Administrator

Post Number:	RH114
Grade:	3 (£21,432 - £22,677)
Weekly Hours:	37 hrs
Department:	Occupational Health Unit
Location:	Nottinghamshire Force Headquarters
Status:	Permanent
Responsible To:	Administration Manager
Responsible for:	No staff directly supervised
Job Role /Purpose:	To support the delivery of the aims of the Regional Occupational Health Unit with a confidential clinical service in a customer facing environment.
Contacts:	All members of the Regional Police Forces, Home Office; Her Majesty Inspectorate of Police; External agencies; 3rd party suppliers; other public bodies and members of the community.
Health and Safety:	To comply with the health and safety policy and its associated procedures and co-operate with your manager and the force to protect your health and safety and that of other people. To comply with the relevant risk assessments for your job role and report accidents, incidents and near misses.
Equality and Diversity:	Actively advance diversity /equality, work towards eliminating discrimination, harassment and victimisation and foster good relations between all groups of people

PERSON SPECIFICATION

KNOWLEDGE, SKILLS & ABILITIES

ESSENTIAL CRITERIA

A clear definition of the necessary criteria.

Essential knowledge:

- Hold GCSE grade 'C' or equivalent in English Language and/or be able to demonstrate experience of working to that standard.
- Hold RSA 1 Word Processing or an equivalent qualification or be able to demonstrate ability to produce documents to that standard.

Work Experience:

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- Demonstrate experience of undertaking administrative activities in a customer facing environment: including, co-ordination of appointments / meetings, process work by use of Microsoft packages.
- Demonstrate experience of accurately inputting, retrieving and searching for information on computer databases.
- Demonstrate experience of facilitating effective filing systems both electronic and paper based.
- Demonstrate experience of working to strict deadlines in a pressurised environment and prioritising work loads.

Personal / Interpersonal Skills, Aptitudes:

- Demonstrate ability to communicate effectively at all levels especially when dealing with sensitive Issues.
- Demonstrate ability to work in a confidential environment whilst working within guidelines to problem Solve.
- Demonstrate ability to self-motivate and the ability to work under pressure and on own initiative.
- Demonstrate personal awareness of diversity issues and encourage an inclusive environment of equal opportunity and openness.
- Work effectively and provide support within in a team demonstrating a flexible approach.

Special Skills:

- Demonstrate ability to travel for business purposes*

** Reasonable adjustments will be considered under the Equalities Act 2010.*

DESIRABLE CRITERIA

Where available, elements that contribute to improved / immediate performance in the job.

Work Experience:

- Demonstrate experience of working in a medical environment.
- Demonstrate experience of working in a fast paced unpredictable environment (for example the emergency services).

Special Skills:

- An understanding of the provisions of the Data Protection Act and the Freedom of Information Act.

CORE RESPONSIBILITIES/ ACCOUNTABILITIES

Operational

To prepare and distribute medical reports.

To manage all incoming correspondence and resolve queries providing a confidential administrative service.

Carry out administrative/process work.

Maintain filing systems including medical files and document storage and operate an efficient bring-forward/ retrieval system to support the Unit's activities.

Prepare letters.

Maintain a customer appointment service.

Input, amend, search and retrieve information on the computer systems.

Maintain and organise the stationery provisions for your unit.

Arrange and attend meetings and produce minutes.

Audio and copy typing.

Be a team player supporting colleagues to deliver the units objectives.

Communication:

Liaise with customers and medical staff to book appointments. This can be face to face as well as by phone/ emails/ letters.

Deal with queries from customers.

Liaise with internal colleagues and external contacts.

Provide reception service to the medical clinics.

Assist with the provision of personal information to those parties authorised to receive it from manual and computerised record systems, in accordance with Force Policy, Data Protection and Freedom of Information Acts.

General:

Proactively engage with the Performance Development Review (PDR) process by contributing to the setting of objectives.

Responsible for observing and adhering to the Force Health and Safety policy to ensure the wellbeing of yourself and your colleagues.

Actively promote equality of opportunity, work towards eliminating discrimination and promote good relations between all groups of people.

Ensure security of all confidential and computer produced documents according to Force Policy

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and the Data Protection Act.

Undertake such other duties commensurate with the post as may be required for the safe and effective performance of the job.

This role description should develop along with the changing demands of policing reflected in Force Objectives and priorities.

** Reasonable adjustments will be considered under the Equalities Act 2010.*

PERSONAL VALUES /COMPETENCIES

The competency and values framework sets out nationally recognised behaviours.

The framework has 6 Competencies – each competency can be split into 3 levels to fit around policing and non-policing roles see here : [Competency and Values framework](#)

We analyse critically

We are innovative and open-minded

We are emotionally aware

We take ownership

We are collaborative

We deliver, support and inspire

All competencies are underpinned by 4 Values that should underpin everything that we do :

Integrity

Impartiality

Transparency

Public Service

OTHER

Security Check Levels refer to vetting for the specific levels that relate to this job role:

- 1) Recruitment Vetting (RV)