

Add logo here

This **Job Description** is for a job with:

Name of organisation



A **Job Description** tells you:

- **your tasks** – the things you need to do in the job
- **your duties** – what you should do and who you report to



This **Job Description** is for an:

Administration Assistant



The **annual salary** is Band

2

That is

£XX,000 every year



You will work at:

Work address



The manager for this post is:

Office Manager



This job is in the

Department or Section here



## What will an Administration Assistant do?



As an Administration Assistant you will

- type documents



- find and work on patients' records



- speak to people on the phone or speak to people face-to-face



## What are the main tasks of the job?



Here is a **list** of the main tasks you need to do for this job:



You will:

- need to deal with messages coming into and going out of the office



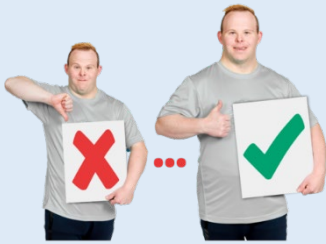
- take part in team meetings



- be the first person that patients, carers and other organisations speak to



- give the right information to patients



- sort out problems and help to make the service better



- plan your team's work and decide what needs to be done next.



- check there is enough supplies in stock.

Sometimes you may need to carry boxes.



- update information on our computer system



- make sure information about patients is always private and confidential.



- need to go on training courses.



## What is the job like every day?



Most of the day you will sit down and work on a computer.



Some of the day you may need to carry boxes



Most of the day you will speak to patients, telling them the organisation they need to speak to.



Sometimes you may speak to people are upset.



Sometimes you may see people who are angry.



Your manager will:

- tell you about the **policies** you need to follow while you are working.



A **policy** is a list of rules telling staff:

- how they **should** behave at work.
- how they **should not** behave at work.



There is a list of these **policies** on Pages **10 to 12**.



- have regular meetings with you to find out how you are getting on in your job.

This is called a **performance review**.





## Who will you work with?

You will work a lot with:



Sometimes you will work with:





## Important information



We have a **Confidentiality Policy** to make sure all the information about our patients is completely private.



We have a **Health and Safety Policy** to make sure everyone stays safe at work.



You must go on a **Moving and Handling Training Course** when you start the job,



We have an **Equality and Diversity Policy** to make sure we treat staff, patients and members of the public in a fair and equal way.



We have a **Safeguarding Policy** to make sure we protect vulnerable people such as children, older people and disabled people.



We have an **Infection Control Policy** to make sure infections do not spread.



We have a **No Smoking Policy** so you cannot smoke at work.



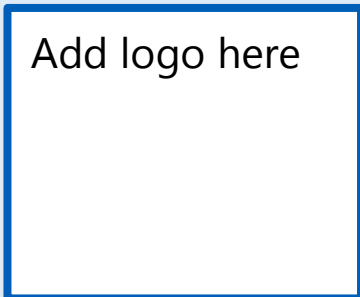
We have a **Sustainability Policy** to make sure:

- we recycle as much as we can
- we do not pollute.





We always tell patients when something has gone wrong.



We have a set of values, which you can find on our website



We expect everyone who works for us to understand our values and work to our values, and put them into practice at work every day.

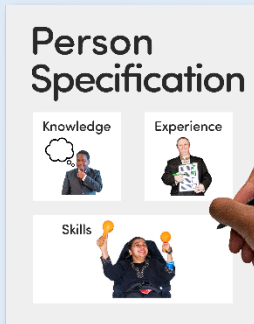


## Other information



The kind of work you do in your job may change now and then.

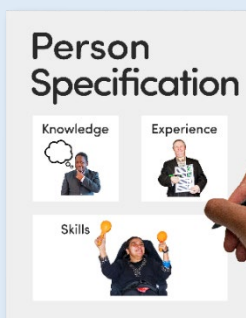
# NHS Easy Read Person Specification



A **Person Specification** tells you what you need to do, to do the job.



This **Person Specification** is for the job of **Administrative Assistant**.



It tells you the **knowledge, experience** and **skills** you need to have for the administrator post.



## Knowledge - What do you know?

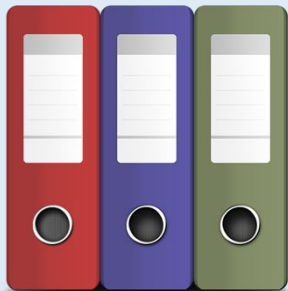
Have you worked in an office?



Do you know how to:



- Answer the telephone?



- File papers?



- Scan documents?



- Use a computer to send email, write a letter, put information into a computer and find out things on the internet?



- Sort out things like meetings?



- Do presentations?



- Work with people?

## Experience – What jobs have you done in the past?



You can include things like apprenticeships, unpaid and paid jobs.



- Have you worked in a team with other people?



- Have you given people the right information when they asked for it?



## Skills – What can you do?



Are you:

- Good at talking to and listening to other people?
- Good at sending and receiving information that needs to be private?
- Good at sorting out day-to-day problems in the office?



- Good at doing things on time?



- Good at timekeeping?



- Good at working in a team?



- Are you OK to work different days or hours if needed?



- Can you travel to different offices?