

LIFE HOSPITAL TRUST

Job Description

Post Title: **ADMINISTRATION
ASSISTANT / PA to Clinic
Physician and FertilityCare
Coordinator**

Post No:

Responsible to: **National FertilityCare Coordinator/ Registered**
to: **Manager**

Responsible for: **n/a**

Main purposes of the Job:

1. To provide accurate, efficient and client focused administrative support to the FertilityCare clinic and enhance the image of FertilityCare as a service provider.
2. To provide a high quality service for clients, ensuring that all enquiries are dealt with courteously and promptly, taking into account individual needs and preferences.
3. To provide PA and administrative support to the clinic physicians and FertilityCare coordinator as required.

Key Achievement Areas:

1. To maintain patient confidentiality at all times.
2. To be responsible for providing reliable, accurate and efficient administrative support to the LIFE FertilityCare team, ensuring that office and administrative systems and processes are followed and meet client's and the team's needs.
3. To organise the clinic schedule and carry out preparatory work as well as supportive work during and post clinic. To audio-type/ format clinic letters on behalf of the physician.
4. To deal with routine enquiries from both clients and public via telephone, e-mail, in writing and in person, giving assistance by referring queries where necessary to the appropriate person to ensure a prompt, polite and effective service.

5. To ensure that all relevant written and electronic administrative records, statistics and systems are maintained accurately and up to date.
6. To assist with maintaining records of expenditure, invoicing, DB upkeep and reporting promptly any discrepancies to the FertilityCare Coordinator.
7. To ensure all work undertaken meets agreed standards and targets and follows the Charity's policies and procedures.
8. Liaise with colleagues and other teams to ensure a seamless service by ensuring that enquiries are directed to the person most appropriate and able to respond.
9. To develop effective working relationships with colleagues Charity-wide to contribute to a collaborative team approach to providing high quality consistent services.
10. Promote the Charity internally and externally so as to ensure a positive external image.
11. To be prepared to occasionally carry out work out of hours, if needed.

Key Personal Contacts:

Internal:	FertilityCare team
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External:	N/A
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Special Features of Job:

No job profile can cover every issue which may arise within the post at various times, and the jobholder is expected to carry out other duties as requested by the FertilityCare manager from time to time.

Section Organisation:**Prepared by:**

Person Specification

Post Title: **ADMINISTRATION ASSISTANT / PA**

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Team working		
Ability to work as part of a team committed to the vision and values of the company.	✓	
Flexible and adaptable to team and service needs	✓	
Communication		
Maintains client confidentiality at all times	✓	
Communicates effectively and openly at all levels.		✓
Good verbal and written communication skills.	✓	
Experience of providing front line customer service and the ability to identify individual needs, preferences and demands.	✓	
Ability to deal with vulnerable people sympathetically	✓	
Innovation		
Willingness to contribute to the development of services.	✓	
Use of initiative to enable smooth clinic running	✓	
Service Delivery		
Experience in providing administration support to a team.	✓	
An understanding of a similar organisation.		✓
Medical record keeping and filing ability including online	✓	
Ability to audio-type		✓
Knowledge and understanding of a client focused service organisation.	✓	

Experience/Knowledge/Qualifications	Essential (Tick)	Desirable (Tick)
A good standard of general education.	✓	
Experience of working in a care and/or support environment.		✓
Experience of office administration.	✓	
Experience of dealing with members of the public in person/by telephone.	✓	
Computer literate, with knowledge of MS Office	✓	
Understands the importance of equality for all people whether employees or customers	✓	
Personal Qualities		
Ability to work with people at all levels.	✓	
Approachable and helpful personality.	✓	
Ability to work on own initiative.	✓	
Ability to handle a range of work and meet targets and deadlines.	✓	
Commitment to the vision, mission and values of the Charity.	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the Charity's operation.	✓	
Sense of humour		✓