



JOB DESCRIPTION

<u>JOB DETAILS</u>	
Job Title:	Administrative Support Officer
Pay Band:	4
Hours of Work and Nature of Contract:	To be completed on recruitment
Region:	Llais West Wales
Base:	To be completed on recruitment
<u>ORGANISATIONAL ARRANGEMENTS</u>	
Managerially Accountable to:	Regional Operations Manager
Professionally Accountable to:	Regional Operations Manager

JOB SUMMARY / PURPOSE:

To provide admin and secretarial support to the Llais region. To work flexibly as part of a team to help the region carry out its range of duties and responsibilities and to work with minimal supervision on established work areas.

Key Working Relationships:

Regional Director, Regional office and Volunteers, service users and public who contact Llais, health and social care staff

Key Responsibilities: To provide an efficient support service
 Reception/ telephone duties
 General administration
 Other duties

KEY RESULTS AREAS/ MAIN TASKS AND RESPONSIBILITIES

To Provide an Efficient Support Service

- Undertakes office duties as necessary e.g. photocopying to ensure an efficient, accurate and prompt service is provided
- Produces letters, reports circulars, leaflets etc for officers within the region from provided material (handwritten/ dictated etc)
- Keeps a comprehensive diary of meetings and events involving Llais staff and members and maintains other office systems as required
- Keeps a record of Llais representation at meetings, conferences etc
- Ensures the Regional Director is aware of volunteer activities and absences
- Receives sorts and documents incoming mail, e-mail and faxes and distributes accordingly to appropriate people
- Produces reports, letters, agendas and takes and produces minutes at meetings. After the meetings identifies actions needed and arranges follow up actions
- Maintains the filing system in line with the organisational requirements so as to provide accessible and up to date records relating to Llais business, and health and social care
- Arranges meetings, books venues and sends out notifications of meetings.

Reception and Telephone Duties

- Receives Llais representatives, visitors and members of the public at the office whether in person or on the telephone, acts courteously, records their concerns and passes the person to the relevant contact
- Communicates routine information and passes complex/ specialist issues to the appropriate member of staff
- Able to communicate effectively with people either face to face or on the telephone. Able to put people who may be distressed at ease and should be able to handle potentially difficult situations in a calm and reassuring manner. Must be able to record messages and pass on information accurately
- Presents a positive image when dealing with the general public, Llais volunteers and colleagues with the appropriate degree of confidentiality.

General Administration

- Has knowledge of computer usage and clerical procedures.
- Has a knowledge of computer software programmes and how best to apply these to the benefit of Llais
- Able to store, retrieve and supply data from computer system, checking accuracy
- Uses the Internet to obtain information as required
- Able to update and develop the regional pages of the Llais website in collaboration with other Llais staff
- Develops the local library information and builds on information database and library to inform patients of health and health related matters
- Able to work within set routines, policies and guidelines, referring issues to more senior staff if required
- Plans and organises programmes to follow the office procedures and meet demands
- Arranges and supports other Llais activities, including public meetings, training sessions etc
- Has knowledge of all aspects of the work undertaken in the Llais region
- Prepares returns on expenses, payments and staff returns
- Responsible for the operation of an order system and budget (day to day operation)
- Assists the Regional Director with office management and budgetary control for the region
- Monitors and records the equipment and goods used in the office
- Ensures compliance with the FOI Act, DPA and GDPR.

Other Duties

- Accesses information from the Internet/ PC for public and patient information
- Attends training and developmental sessions and workshops as appropriate
- Operates a stock control and ordering system to maintain a supply of stationary and other consumable items for the office
- Checks receipt of orders, books in goods and distributes as necessary
- Ensures office equipment is maintained in good order
- Complies with Llais policies and procedures, including confidentiality and health and safety
- Ensure social media is fully utilised in line with national arrangements.

Organisation Chart

Regional Director (Band 8b)



Regional Operations Manager (Band 6)



Administrative Support Officer (Band 4)

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Knowledge, Training and Experience	<p>GCSE pass or equivalent in English or Maths or demonstrable experience in numeracy and literacy.</p> <p>Knowledge of a full range of Administrative/Secretarial procedures, software programmes acquired through NVQ3, RSA3 or equivalent qualification/work experience, plus relevant practical experience.</p>		<p>Application form</p> <p>Interview</p> <p>Certificates</p>
Technical and Analytical Skills	<p>Good IT awareness.</p> <p>Minute taking/ writing skills.</p>		Interview
Communication Skills	<p>Good oral and written communication skills.</p> <p>Ability to work on own initiative, as well as being a team player.</p>		<p>Application Form</p> <p>Interview</p>
Planning/ Organisational Skills	<p>Good organisation and prioritisation skills.</p> <p>Experience of working under pressure and meeting deadlines.</p>		Interview

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Other Skills		<p>Knowledge of the NHS.</p> <p>Full working knowledge of Social media.</p> <p>Ability to travel between sites.</p> <p>Ability to speak Welsh.</p>	Interview

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of Llais are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at regional and national level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of the Welsh language standards and related policies and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or public information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998, General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including service user information, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. Llais is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality, Diversity and Inclusion Policy and it is for each employee to contribute to its success.

- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have no contact with service users / children /vulnerable adults in the course of your normal duties. You will therefore not be required to apply for a DBS check as part of our pre-employment check procedure.
- **Safeguarding people:** Llais is fully committed to safeguarding people. Llais representatives are responsible for ensuring they understand what actions to take if they have reasonable cause to suspect that a child or an adult is at risk of harm and mandatory safeguarding training is completed in line with their role specific competencies.
- **No Smoking:** To give everyone the best chance to be healthy, all Llais sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.