

JOB DESCRIPTION

Job Title:	Administration Assistant - Bank
Responsible to:	Operations Manager
Accountable to:	Chief Executive
Overall objectives:	To provide a competent administration support service to relevant departments.

Hours: Bank hours as and when required. Morning, afternoon and evening shift, Monday to Sunday

Full induction, orientation and training provided.

Main duties and responsibilities:

1. Assist with all delegated aspects of administration and within the organisation.
2. Ensure confidentiality of patient information at all times, in accordance with Clinic policies.
3. Attend Reception desk
 - register all patients on computer and print labels;
 - communicate effectively to explain the admission process to patients, ensuring all required information is recorded;
 - receive telephone calls, transfer to relevant personnel or deliver messages as required
4. Administration assistance all areas
 - carry out any administration tasks to include answering calls and forwarding as required, receive, file, copy, issue and return any documentation, issue letters and other correspondence,
 - provide cover in areas as requested by the Operations Manager, Head of Department or Supervisor
 - Assist with healthcare records.
5. To liaise with nursing or clinical staff where a patient has any special requirements, e.g. wheelchair.
6. Accompany patients to various hospital departments, if required.

General Duties:

1. Read, understand and adhere to all Ulster Independent Clinic policies and procedures.
2. Understand and adhere to the regulations regarding confidentiality at all times.
3. Communicate effectively with all users of the service, being courteous and respectful and ensuring confidentiality, at all times.
4. Actively participate and contribute to the continuous improvement of the service.
5. Attend all mandatory in-service training and lectures.
6. Attend meetings as required.
7. Comply with the Ulster Independent Equal Opportunities Policy at all times.
8. Carry out all duties & responsibilities in accordance with Health & Safety policies and statutory regulations.
9. Participate in performance review and maintain own personal development file.
10. Adhere to and abide by professional code at all times (where applicable).

The above is not an exhaustive list of duties and should be regarded as providing guidelines in which the individual works. This job description is subject to review in light of changing circumstances and operational requirements.

Personnel Specification

CATEGORY	ESSENTIAL	DESIRABLE
Experience	Experience of working in a customer service environment. At least one years' administration experience in a workplace environment. Ability to exercise tact and discretion and deal with confidential information. Ability to record data accurately both electronically and in paper format. Computer Literate.	Experience of working in a patient / healthcare environment. Experience of working at reception Experience of using Patient Management System.
Education/ Qualifications/ Training	GCSE (or equivalent) in English Language and Mathematics.	
Other	The post holder will be required to be flexible in their working pattern to meet service needs. Satisfactory completion of the following checks: • References • **Evidence of right to live and work in UK • Qualification checks • Satisfactory *ACCESSNI clearance.	

Competencies:

- Ability to work in a team or independently
- Excellent communication and interpersonal skills
- Excellent customer care skills
- Problem solving

Information for Applicants

Please refer to our website for the following policies in relation to your application:

<https://www.ulsterindependentclinic.com/careers>

- Policy on the Recruitment of Ex-Offenders
- Criminal Records Information Policy
- Fair Processing Notice for Candidates and Applicants
- Policy on handling & storage of information

*Applicants can obtain information about AccessNI at the following website address:

<https://www.nidirect.gov.uk/campaigns/accessni-criminal-record-checks>

*AccessNI Code of Practice at the following website address:

<https://www.nidirect.gov.uk/publications/accessni-code-practice>

*AccessNI Privacy Notice at the following website address:

<https://www.justice-ni.gov.uk/publications/ani-privacy>

**You must have the legal right to work in the UK and in line with its legal obligations Ulster Independent Clinic will carry out Right to Work documentation checks prior to appointment. This will include checking documentation for those with Settled or Pre Settled status under the EU Settlement Scheme. Please note that whilst we welcome all applications regardless of national origin we do not hold a UK Home Office Sponsor Licence and we are therefore unable to sponsor applicants under the new UK Home Office points based immigration process.