

# Job Description and Person Specification

Last updated: 20<sup>th</sup> September 2017

## JOB DESCRIPTION

Post title:	<b>Administrator</b>		
Academic Unit/Service:	Faculty of Medicine		
Faculty:	Wessex Institute		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	2b
*ERE category:	n/a		
Posts responsible to:	Various across the Wessex Institute depending on the functional team		
Posts responsible for:	None		
Post base:	Office-based/Non Office-based (see job hazard analysis)		

<b>Job purpose</b>
To provide comprehensive, effective and efficient administrative support to the team working on behalf of Wessex Institute contracts and/or programmes. To support the activities of a team of function.

Key accountabilities/primary responsibilities	% Time
1. The post will include: <ul style="list-style-type: none"> <li>• diary management and coordination amongst internal and external people</li> <li>• organising and managing as required visits and/or meetings and teleconferences, video-conferences or webinars</li> <li>• supporting and contributing to meetings as and when appropriate by booking venues, raising and distributing agendas, taking meeting notes, accepting actions and/or following up other people's actions, joining discussions and providing feedback</li> </ul>	50 %
2. Maintenance of the paper and electronic records systems in connection with your work load and that of the wider team.	10 %
3. Responsibility for the timely and accurate completion of a variety of tasks using the appropriate electronic information system (i.e. MIS, Agresso, Resourcelink or others)	20 %
4. Contribute to the development and continuous improvement of administrative systems and processes within own work area or across Wessex Institute	5%

Key accountabilities/primary responsibilities	% Time
5. To provide informal training and guidance to colleagues in relation to administrative tasks	5%
6. Communicating with external stakeholders. Answering queries and acting as the first point of contact for generic queries for the team.	5%
7. Any other duties as allocated by the line manager following consultation with the post holder	5%

Internal and external relationships
<p>Internal working relationships and effective communications with colleagues in the Wessex Institute, NETS Programmes and the University of Southampton.</p> <p>External working relationships and effective communications with appropriate persons in the Department of Health, the NHS, other Universities, other authorities, organisations, groups, stakeholders and individuals connected with the projects commissioned by the Wessex Institute or NETS Programmes.</p> <p>You will be required to effectively communicate in spoken, written and electronic formats, internally and external to the organisation with people at all levels.</p>

Special Requirements
<p>The flexibility to meet an occasional planned need to attend external events, such as Panels or Boards, which may extend beyond standard office hours.</p> <p>Provision of reception cover on a rota basis (training is provided)</p>

## PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Educated to GCSE/NVQ2 level or equivalent vocational experience.</p> <p>Proficient in the use of standard office computer software; including familiarity with the Microsoft Office range of products, practical skills in using the Internet and e-mail systems and supported by good keyboard skills.</p> <p>Diary management experience.</p> <p>Experience in using databases.</p> <p>Good communication skills, listening and electronic.</p> <p>Relevant experience in a similar role including meeting organisation.</p>	<p>Previous experience in a busy office environment.</p> <p>Experience of working in a team and independently.</p> <p>Relevant work experience an NHS or health setting</p>	Application/Task/Interview
Planning and organising	<p>Ability to manage and prioritise a busy workload, sometimes under pressure.</p> <p>Excellent organisational skills.</p> <p>Ability to adapt and refine own work practices.</p> <p>Ability to work within established processes and procedures.</p>	Ability to be flexible, proactive and use initiative.	Application/Interview
Problem solving and initiative	The knowledge and ability to understand and rationalise problems, determine actions and follow good practice.		Application/Interview
Management and teamwork	Ability to build, develop and maintain positive and supportive working relationships with colleagues.	<p>Understand business management practices.</p> <p>An understanding of team dynamics.</p>	Application/Task/Interview
Communicating and influencing	Excellent written and verbal communication skills.	Negotiating and interpersonal skills.	Application/Task/Interview
Other skills and behaviours	<p>Commitment to working to high standards of accuracy.</p> <p>A personal ethos of attention to detail.</p> <p>Ability to multi-task.</p> <p>Flexible approach and positive reaction to change.</p>		Application/Interview

Special requirements	Willingness to learn new skills and engage in staff development and formal training.	Experience of planning and supporting large meetings.	Application/Interview
Wessex Institute Values	Demonstrate the ability to meet and behave in accordance with the WI values: Collaboration, Delivery, Knowledge and Excellence.		

## JOB HAZARD ANALYSIS

### Is this an office-based post?

<input checked="" type="checkbox"/> Yes	If this post is an office-based job with routine office hazards (e.g.: use of VDU), no further information needs to be supplied. Do not complete the section below.
<input type="checkbox"/> No	If this post is not office-based or has some hazards other than routine office (e.g.: more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30-60% of time)	Constantly (> 60% of time)
Outside work			
Extremes of temperature (e.g.: fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (e.g.: solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles(e.g.: car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (e.g.: strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (i.e.: steps, stools, ladders, stairs)			
Fine motor grips (e.g.: pipetting)			
Gross motor grips			

Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
<b>PSYCHOSOCIAL ISSUES</b>			
Face to face contact with public			
Lone working			
## Shift work/night work/on call duties			