

# Job Description

People caring for people



## Administration Assistant

The employee will undertake their role in a manner that demonstrates commitment to Ramsay Health Care and its values.

### The Ramsay Way

- We are caring, progressive, enjoy our work and use a positive spirit to succeed
- We take pride in our achievements and actively seek new ways of doing things better
- We value integrity, credibility and respect for the individual
- We build constructive relationships to achieve positive outcomes for all
- We believe that success comes through recognizing and encouraging the value of people and teams
- We aim to grow our business while maintaining sustainable levels of profitability, providing a basis for stakeholder loyalty

<b>Position Title</b>	<b>Administration Assistant</b>
<b>Unit / Department</b>	Department Manager / Team Leader
<b>Reports to</b>	
<b>Position Summary</b>	Supports the administrative procedures of the department
<b>Qualifications / Key Selection Criteria</b>	
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Demonstrated Computer Skills (particularly MS Office Package)</li> <li>• Sound written and verbal communication skills</li> <li>• Proven ability to work effectively in a team environment and independently as required</li> <li>• Flexibility and adaptability to meet the changing needs of the business</li> <li>• Demonstrated Customer Service skills</li> </ul>
<b>Desirables</b>	<ul style="list-style-type: none"> <li>• Previous health sector experience</li> </ul>
<b>Behavioural Attributes</b>	
<b>Personal Resilience</b>	<ul style="list-style-type: none"> <li>• Be positive and even tempered in the workplace</li> </ul>
<b>Professionalism</b>	<ul style="list-style-type: none"> <li>• Demonstrate honesty, integrity and ethics in the workplace.</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Focuses own and others actions to achieve goals</li> <li>• Supports the Ramsay culture; contributing to and fostering a positive working team environment</li> </ul>

### Key Performance Criteria

Element	Criteria
<b>Personal &amp; Professional Development</b>	<ul style="list-style-type: none"> <li>• Act in a professional manner at all times when dealing with internal and external customers</li> <li>• Promote the company in a positive manner both internally and externally</li> <li>• Demonstrate a good work ethic that includes punctuality, integrity, respect of others and a commitment to professional practice</li> <li>• Adhere to Ramsay policies and procedures</li> </ul>

Element	Criteria
	<ul style="list-style-type: none"> <li>• Be responsible and accountable for own designated responsibilities</li> <li>• Participate in the annual Performance Development Review process</li> <li>• Undertake reasonable training and development in order to retain and improve upon existing skills</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Treat all customers with respect and equality whilst meeting all aspects of our services in a timely and professional manner</li> <li>• Recognise and tolerate individual differences in others including gender, sexual preferences, age, disability and culture in line with Ramsay Health Care Equal Opportunities and Dignity at Work policies</li> <li>• Maintain communication networks with key senior managers, staff and other stakeholders so that quality business outcomes are achieved</li> <li>• Dress and personal presentation reflect the requirements of the Ramsay Health Care Dress Code</li> </ul>
<b>Teamwork and Communication</b>	<ul style="list-style-type: none"> <li>• Demonstrate the ability to work both independently and within a team structure</li> <li>• Behave in a friendly and supportive manner to other employees</li> <li>• Work collaboratively and cooperatively with all members of the team</li> <li>• Resolves any workplace conflict in a professional manner through the correct organisational processes</li> <li>• Assist new members of staff to effectively perform their role</li> <li>• Demonstrate good communication skills</li> <li>• Liaise with colleagues and stakeholders and report outcomes or needs to the relevant function manager or Director</li> <li>• Attend departmental meetings and read relevant communications while contributing to improving standards of services in line with the needs of the business</li> </ul>
<b>Technical Skills &amp; Application</b>	<ul style="list-style-type: none"> <li>• Prepare documents and complete forms as per department procedures and business requirements;</li> <li>• Liaise regularly with internal and external customers;</li> <li>• Resolve customer queries, whether personal or via the phone or email, in a professional manner;</li> <li>• Support Differentiation initiatives.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Promote best practice in line with organisational policies and procedures</li> <li>• Be involved and support quality projects being undertaken in the department and the organisation</li> </ul>
<b>Risk Minimisation</b>	<ul style="list-style-type: none"> <li>• Ensure safety of self and others in the workplace adhering to relevant Ramsay Health Care Health and Safety policies</li> <li>• Undertake local workplace health and safety training including induction and mandatory training sessions, such as Manual Handling and Emergency Procedures</li> <li>• Participates in and contribute to health and safety to ensure a safe work environment for clients, community, staff and visitors</li> </ul>

Element	Criteria
	<ul style="list-style-type: none"> <li>• Report all incidents and hazards utilising the appropriate reporting procedures and mechanisms</li> <li>• All job holders have a duty and are expected to comply with Ramsay infection control policies and best practice guidelines. Those with managerial responsibilities are expected to ensure that staff have the infrastructure, resources, and teaching and training required to encourage compliance with infection control policies and best practice guidelines.</li> <li>• Responsible for adhering to the Company's Risk Management policies</li> <li>• Responsible for adhering to the Company's policies on Confidentiality and Information Security whether in paper form or electronic. All job holders are required to act with Data Protection and Information Security in mind. If you are ever in any doubt, please ask your line manager before disclosing data to anyone for any reason</li> </ul>

This job description is not an exhaustive list of duties but is intended to reflect, and outline, the main responsibilities of the jobholder. Ramsay Health Care UK reserves the right to vary your duties from time to time or to require you to undertake additional duties in line with business needs.

**Employee Name** \_\_\_\_\_

**Date** \_\_\_\_\_

**Signature** \_\_\_\_\_