

Job Title: Health Surveillance Administrator

Department: Mobile Operations

Anticipated Working Hours: 37.5 hours per week (Monday – Friday)

Reporting To: Associate Director for Health Surveillance

Level: Administrative

Band: S1

Deputising For: N/A

Subordinates: N/A

Location: Sheffield

SUMMARY: Main Objectives (Purpose of the Role in the Business)

To provide an administrative service to the health surveillance team

SPECIFIC DUTIES

- Create appointment schedules for health surveillance programmes and provide full details to the client including confirmation letters and site arrivals documentation.
- Appropriate diary management for the designated mobile nurses & technicians.
- Take ownership of scheduling and documentation of client screening plans.
- Answer queries from clients regarding health surveillance programmes.
- Prepare full documentation packs for the mobile nurses & technicians for each booking.
- Work to the agreed Policies and Procedures for Health Surveillance.

GENERAL OFFICE DUTIES

1. Assisting new members of staff during induction and probation periods
2. Assisting with colleagues work during absence.
3. Attending meetings and training sessions as required
4. Any other request made by a Manager or Director

REQUIREMENTS FOR THIS ROLE

- There are no formal qualifications required for this role however an NVQ Level 2 (or equivalent) in Customer Services or Administration is desired.
- Experience in an administrative or customer service role based within an office environment is essential.
- Knowledge of Outlook and Word is essential, and knowledge of Excel and PowerPoint is desirable.
- Experience in diary management is desirable.
- Experience within a role requiring good geographical knowledge is desirable

Skills	Attitudes
Demonstrable administrative skills	Responsible & "Can-do" attitude
Customer Service skills	Trustworthy and honest
Good UK geographical knowledge	Enthusiastic
Diary management skills	Remain calm under pressure
Organisational skills	Professional in appearance and approach
Exemplary communication skills	Ability to work within team and alone
Good telephone manner	
Proficiency in Word, Excel, PowerPoint & Outlook	
Time planning and priority setting	
Good Interpersonal skills	
Flexible in approach	

I understand the specific duties required of me within my role and accept the responsibilities, authorities and accountabilities related to this role. I have therefore read and accepted this document on the internal HR system.