

Job Description: Administration Assistant

Function:	Health & Care – FM Soft Services
Position:	Administrative Assistant
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Site Finance Lead
Additional reporting line to:	Business Director & Deputy Contract Manager
Position location:	North Devon Hospital.

1. Purpose of the Job – State concisely the aim of the job.

- Administration duties for all aspects of the Sodexo Contract

2. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Work in partnership with Sodexo Managers, Zone Co-Ordinator's and Supervisors
- The employee will participate in the required Company and Trust training programs.
- To wear correct uniform at all times including Trust Identity Cards and ensure clearly visible at all times.
- Staff must conduct themselves in a professional manner at all times and be aware of patients' dignity and privacy when it comes to their personal information. All staff will be mindful to give assistance and wherever possible to help with any queries raised by patients, visitors and staff.
- Sodexo is committed to providing patient customer care of the highest quality and promotes this through the customer care training of their staff.
- Complete all audit and quality standards documentation as required.
- During the course of his/her duties the post holder may have access to confidential information which must not be divulged to any unauthorised person or any relative at any time.
- The post holder is required to familiarise and comply with all relevant Sodexo and Trust policies and procedures.
- Employee's must take care of their own safety and others who may be affected by their actions or omissions. Health and Safety in the workplace is a two-way process managers must make sure their employees work in a safe environment and employees have an obligation to report any Health and Safety concerns to management. The workforce must ensure that all equipment or personal protective equipment provided is used in the appropriate manner. They must also report any accidents or near misses to the appropriate manager and must also complete the appropriate Incident/accident report forms. Adopt and encourage a culture of "zero harm" in the workplace.

3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Processing of purchase invoices and updating stock records.
- Co-ordinate Stock taking.
- On a daily basis cash up retail takings and securely bank all monies.
- Update all car parking and waste management reports as required.
- Produce KPI reports using Saffron
- General clerical duties to include typing, photocopying, sending and receiving e-mails, note-taking, dealing with incoming and outgoing mail and managing all telephone enquiries.
- Receive and process all hospitality orders and ensure all information is disseminated to the relevant departments.
- Ordering all stationery items and maintaining stock levels in accordance with stationery budget.
- Assist in the maintenance and updating of all forms of staff communication.
- Minute taking for various meetings
- Assist Site Finance Lead with month end reporting.

The duties of this post are not exhaustive and may be reviewed and amended as necessary in accordance with a changing environment.

4. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

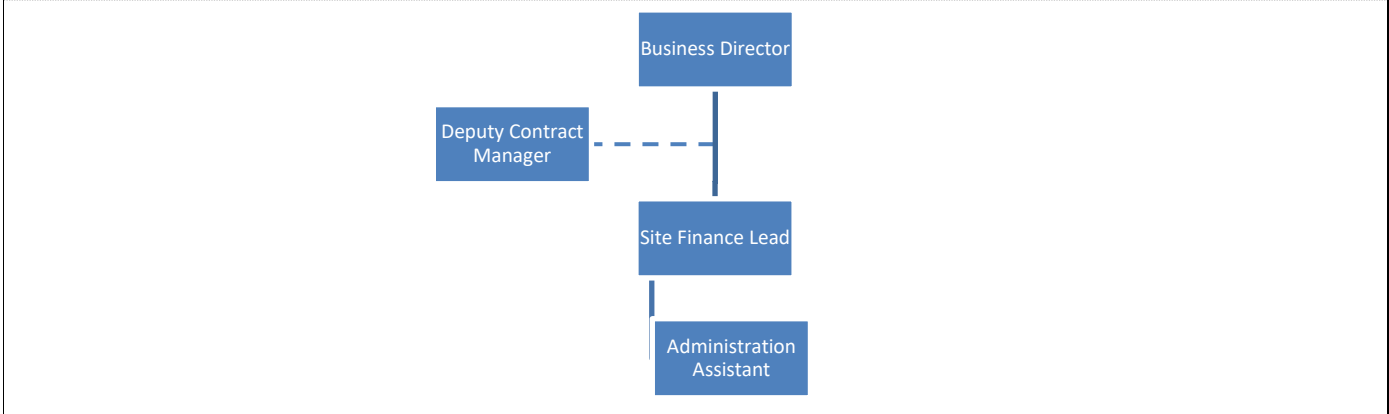
- Correct and timeous correlation of Monitoring reports from all segments
- Personnel files up to date as per HR requirements

5. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

- Ability to communicate effectively at all levels
- Competent in IT skills including MS Office, Excel, Powerpoint
- Ability to follow instruction
- Ability to comply with service requirements in line with client policies at all times.
- Observance of Health and Safety legislation at all times
- Undertake training as and when required.
- Ability to work independently and as part of a team
- Good literacy skills.
- NVQ Level 1

7. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



Levels

	▪
--	---

Received:

Date:

Job holder

Date:

Immediate Manager