

**Job Description: Administrative Assistant, Somerset Training Hub (STH)**

Job Title	Administrative Assistant
Contract type	Two Year Fixed Term
Base	Home and Office based
Hours	Full Time 37 hours per week – flexible hours considered
Salary	AFC Band 4
Accountable to	Programme Director
Reports to	Deputy Executive Director

Job Purpose

This is an exciting opportunity to be part of a team supporting education and training within Primary Care. The post holder will be responsible for providing effective and efficient administrative support to the Somerset Training Hub team, delivering multi-professional education activity within Primary Care.

Main Role and Responsibilities

The post holder will undertake a range of administrative tasks that support the smooth day to day operations of the Training Hub team and will be pivotal to enable effective communication both inside and outside the organisation.

The post holder will be required to work closely with the Training Hub Directors and Executive Lead, as well as other members of the wider team, and the Somerset GP Education Trust (SGPET) and LMC Executive Teams. The post holder will also be required to work closely with a number of internal stakeholder groups in Primary Care, and externally with other Training Hubs and Health Education England (HEE).

The post holder has support from managers and colleagues but must be well-organised and able to work with independence in terms of managing and prioritising their day-to-day activities and the tasks that have been allocated to them.

Key tasks

Tasks will vary but will include:

- Be the first point of contact for the Training Hub by email and telephone
- Arrange virtual and face to face meetings and undertake all relevant supporting activities
- Set up and support webinars
- Assist with the creation of reports, newsletters and bulletins, and distribute information to stakeholders
- Management of electronic diaries including arranging and changing appointments, making judgments in relation to the priority of these appointments as appropriate
- Assist with practice queries relating to education and training needs
- Undertake administration duties that support the delivery of the Somerset GP and GPN Fellowship programmes, working alongside the Training Hub Fellows
- Update and maintain the STH website
- Raise, monitor and process invoices as directed
- Work with the LMC and SGPET executive and administrative teams to arrange joint training and education programmes and study days where requested and attend events where deemed appropriate

The post holder will be required to:

- Prioritise work and manage time effectively, balancing conflicting priorities where necessary, ensuring all tasks are completed to a high standard within the specified deadlines
- Maintain effective electronic filing systems as a core part of the role
- Liaise with a wide range of stakeholders both in Primary and Secondary Care, Further Education Institutions and Colleges, Social Care the Community and Voluntary Sector
- Provide information, advice and support within the scope of their knowledge and training
- Undertake other duties that may reasonably be requested in this post.

This job description is neither definitive nor exhaustive. It may be reviewed in the light of changing circumstances following consultation with the post holder.

Person Specification

Attribute	Essential	Desirable	Method of Assessment
Values and Behaviours	<ul style="list-style-type: none"> • Act at all times with honesty and integrity • Adopt a professional and positive approach to work • Respect and value colleagues • Work as part of a team to support others • Take initiative, consulting others when necessary; take personal responsibility for your actions and recognise your own limitations. • Prioritise work and manage time effectively. • Have the confidence to speak up/challenge and ask questions in order to understand. • Understand a clear accountability but be able to work across boundaries, working to the best of your ability. • Make appropriate, efficient and effective use of resources. 		CV Interview References
Experience and Knowledge	<ul style="list-style-type: none"> • Previous experience in similar role / knowledge of administrative procedures including maintaining project documentation and spreadsheets. • Experience in dealing with other members of staff and stakeholders and effective team working. • Experience of taking and transcribing minutes of meetings. • Understanding of planning effective meetings and other events. • Understanding of confidentiality and General Data Protection Regulation (GDPR). • Understanding of Primary and Community Care in England 	An understanding of the health and social care environment	CV Interview
Skills and abilities	<ul style="list-style-type: none"> • Clear communicator with excellent writing, data entry, telephone and presentation skills; capable of constructing and 		Interview

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	<p>delivering clear ideas and concepts concisely and accurately</p> <ul style="list-style-type: none"> • Excellent interpersonal skills with the ability to communicate with a range of different audiences. • Problem solving skills and ability to respond to sudden unexpected demands. • Ability to work effectively as part of a diverse team. • Ability to work on own initiative and organise own workload without supervision working to tight and often changing timescales. • Good time keeping. • The ability to motivate yourself. • Flexible approach to work. • Demonstrable interest in working in the NHS. • Able to travel to meetings and conferences off-site when required 		
Technology/IT Skills	<ul style="list-style-type: none"> • Excellent keyboard and word processing skills and ability to manipulate data on spreadsheets (Microsoft Word, PowerPoint, Excel and Outlook). • Accurate and methodical 	Experience of developing Survey Monkey and Websites	
Qualifications and Training	<ul style="list-style-type: none"> • Educated to NVQ 3 level in Business Administration or equivalent level of qualification • Demonstrable commitment to continuous professional development 		
Physical	Able to carry out the duties of the post with reasonable adjustments where necessary		OH1

Structure

