

Job Description

JOB TITLE	Assistant Co-ordinator
LOCATION	Croydon
REPORTS TO	Unit Co-ordinator
MAIN PURPOSE OF THE JOB: (JOB SUMMARY)	
<p>As the Assistant Co-ordinator at a PFAS Assessment Centre/clinic you will be working in a patient facing role with a team of Clinical Staff on site as well as maintaining remote liaison with the PFAS Senior Management Team (SMT), PIP Support Staff and Atos; ensuring that PFAS meets their clients' requirements to their agreed service standards.</p>	
KEY TASKS AND RESPONSIBILITIES: (JOB CONTENT)	
<p><i>Main job duties:</i></p> <ul style="list-style-type: none"> • Day to day running of the administrative tasks of the assessment centre/clinic reception. • Regular liaison with Unit Co-ordinator/Service Delivery Team/Clinical Delivery Team/Customer Services at various locations. • Meeting and greeting individuals politely into the assessment centre/clinic and recording their attendance time on a bespoke computer system. • Confirming Data Protection checks with individuals, including reviewing/checking proof of identity documents, recording this information and providing SAE's and forms for completion of expenses. • Keeping individuals updated of any delays in their appointment start time. • Using bespoke computer systems to update records accurately and efficiently. • Liaising with Unit Co-ordinator and Clinical Staff within the assessment centre/clinic to ensure efficient time management and smooth workflow progression. • Answering and/or redirecting queries, requests for information and complaints from individuals in accordance with company policy and procedures. • To compile and send reports to Unit Co-ordinator/PFAS SMT/PIP Admin Team within agreed service standards. • To help the assessment centre/clinic achieve relevant Key Performance Indicator targets to meet overall business goals and objectives. • To comply with the Corporate Data Protection Policy which covers all aspects of the organisation's business in both electronic data and manual filing systems. • To undertake First Aid and Fire Marshall Training and to comply with the Corporate Health and Safety Policy in all aspects of this role and undertake all required site checks. • Any other delegated duties considered appropriate to the post. <p><i>General/Additional Duties:</i></p> <ul style="list-style-type: none"> • Maintain the appearance of all rooms and tidiness of equipment. • Answer telephone and address any queries, direct calls appropriately if required / Make outgoing calls as required. 	

- Arranging additional services for the assessment centre/clinic as required e.g. interpreters.
- There may be an occasion where you are asked to act as a chaperone during a clinical examination.
- Maintain and order clinical and admin supplies when required via designated contact.
- Maintain an accurate filing system for all patient records, both paper based and electronically.
- To ensure that professional behaviour, appearance and attitude are maintained and the organisation's policies and procedures are adhered to.

QUALIFICATIONS, TRAINING AND EXPERIENCE:

- GNVQ/NVQ Level 2 qualification or equivalent in Customer Service (*essential*).
- 4 GCSE/O level passes A-C or equivalent, including English and Maths (*essential*).
- A minimum of two years' customer service/reception experience (*essential*).
- Medical Secretaries NVQ Level 2 qualification or equivalent (*desirable*).

EXPERIENCE AND KNOWLEDGE:

- Experience of working in a customer service/reception environment.
- Experience of dealing with medical professionals and patients.
- Experience of using various Microsoft programmes and databases.

SKILLS AND ABILITIES:

- Clear and concise written and spoken communication skills, in particular a friendly face to face and telephone manner.
- Attention to detail and the ability to record information accurately.
- Ability to communicate effectively with internal and external customers and provide excellent customer service.
- Ability to prioritise and meet relevant Key Performance Indicators in a demanding environment.
- Ability to work on own initiative with minimal supervision in a proactive manner.
- Team worker who is flexible and has a positive attitude to learning and self-development.
- Ability to offer extra hours to provide holiday/sickness cover.
- An understanding, acceptance and adherence to the need for strict confidentiality.
- An ability to use own judgement, resourcefulness, common sense and knowledge to respond to patients' enquiries and requests.

DBS check required: Yes

BPSS security clearance required: Yes

Date June 2017

MANAGEMENT STRUCTURE

