

JOB DESCRIPTION

Assistant to the Operations Officer

HOURS:	37.5 hours per week (over 5 days)
BASE:	Commerce House, Lincoln, moving to Bracebridge Heath
RESPONSIBLE TO:	Operations Officer
ACCOUNTABLE TO:	Chief Operating Officer

MAIN PURPOSE OF POST:

To provide an effective and efficient administrative service to the LMC secretariat & members. To work flexibly within the secretariat team and contribute to the smooth functioning of the systems underpinning the service. Supporting the operations officer in the day to day running of the LMC.

The post holder will be required to work in a busy and demanding environment and should be able to work at times without direct supervision and to exercise initiative. The ability to multi-task is also essential.

PRINCIPLE DUTIES AND RESPONSIBILITIES

1. To maintain the LMC database and ensure information relating to LMC members is accessible to relevant staff, always ensuring confidentiality. Including:
 - Obtaining updates from stakeholders & members
 - Adding & amending details
 - Matching & filing email correspondence
 - Scanning & attaching written correspondence
 - General maintenance of the database
2. To be the first point of contact, assisting with a range of queries from practices and other agencies in a polite and helpful manner, by telephone and face to face encounters at events. Seeking advice and guidance from the Operations Officer.
3. To manage the diaries of the Medical Director & Chief Operating Officer.
4. To act as a personal assistant to the officers.
5. Administer training and events including online bookings, cancellations, queries, certificates, and online access links.
6. To organise regular team meetings, create agendas, meeting notes, and action log.
7. To maintain effective systems for managing incoming and outgoing mail. This includes electronic correspondence, including group mailings via the database.

8. To maintain the vacancies page on the LMC website ensuring jobs are entered in a timely fashion & removed when appropriate.
9. To ensure the website is kept current, such as adding new articles from team members and archiving.
10. To assist with the organisation of events for LMC members, including bookings, cancellations, handouts, certificates, and training queries.
11. To attend LMC events as required to assist with, set up, delegate registration, sponsor support and general duties relating to the event.
12. To undertake general office duties including printing, scanning, and collating of documents, laminating, etc. as required.
13. To provide administrative support to meetings, providing handouts and refreshments as appropriate.
14. Setting up of rooms and equipment, including moving and handling tables, chairs, and refreshments. To ensure rooms are clean and tidy before and after use, ensuring all visitor facilities are fully equipped.
15. To greet and welcome visitors, ensuring they are signed in, aware of health and safety, and are directed to the appropriate area.
16. To ensure that office equipment is maintained and reported for repair as necessary and that the office area is always kept clean and tidy.
17. As a team member to work flexibly in order that essential priority tasks are covered and dealt with.
18. To attend LMC Committee meetings as required, and set up IT take the register, minutes if team members are away.
19. To have the flexibility to work additional hours to cover annual leave when required. Occasional attendance at evening meetings and multi-day events that may require an overnight stay.
20. To use information technology for a range of purposes.
21. Carry out regular health and safety and fire checks. To report to the Operations Officer any issues that are of concern relating to health and safety of the building.
22. To have excellent verbal, written and communication skills.
23. To have the ability to remain calm and sensitive in difficult and stressful situations.

PERSONAL DEVELOPMENT

24. To undertake professional and personal development as agreed with line manager and participate in regular supervision and appraisal.
25. To attend appropriate IT and administrative training courses.
26. To attend team meetings.
27. Adopt and implement agreed developments in line with the LMC objectives
28. Responsible for own personal development

NOTE

The duties and responsibilities outlined in this job description although comprehensive are not definitive and you may be required to perform other duties.

This job description is designed to reflect duties currently incorporated in this post. These may change in the light of changes in the service provided by the LMC. Any such changes will be fully discussed with the post holder.

Post holder will be expected be flexible and mobile in terms of their specific responsibilities and the location of their role in unforeseen circumstances and the needs of the service.

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PERSON SPECIFICATION

Assistant to the Operations Officer

	Essential Criteria	Desirable Criteria
Education/Qualifications	English & math's GCSE or equivalent	
Skills/Abilities	<p>Computer Literacy including word processing and data entry.</p> <p>Ability to prioritise work.</p> <p>Ability to work without the need for direct supervision.</p> <p>Ability to deal with stressed members in a sympathetic manner.</p> <p>Excellent communication skills including excellent telephone manner.</p> <p>Ability to maintain strict confidentiality in all matters.</p> <p>Digital dictation</p> <p>Advanced keyboard skills</p>	Knowledge of administration systems
Experience	<p>Working In a Team.</p> <p>Experience of working in an office environment</p> <p>Working as part of an administrative team</p> <p>Experience of routine office administration</p>	Experience of providing admin support within a health or general practice setting
Knowledge/Understanding	<p>I.T/Administration</p> <p>Equal Opportunities.</p> <p>Confidentiality</p>	Knowledge of the Data Protection Act, GDPR and Caldicott.
Other	<p>Professional Accountability.</p> <p>Flexibility</p> <p>Communication Skills</p> <p>Polite and Friendly</p> <p>Ability to work on own initiative.</p> <p>Full drivers' licence and ability to travel, with use of a car.</p>	

	<p><u><i>Physical Effort</i></u> Continuous use of telephone and face to face contact with members.</p> <p>Moving and handling of tables and chairs and event equipment.</p> <p><u><i>Mental Effort</i></u> Frequent interruptions to duties. Concentration is required when communicating with members both face to face and via telephone.</p> <p><u><i>Emotional Effort</i></u> Dealing sensitively with members.</p>	
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