Falkland Islands Government – Job Description

Job Title:	Administration Clerk		
Department:	Health & Social Services	**Section:**	Administration
Reports to:	Hospital Manager		
Grade:	Falkland Islands Government Grade – H1/G1	**Job Code:**	201CL2

Job Purpose

To provide clerical support to the Primary Care Department and Hospital Manager, as part of the administrative team in the King Edward VII Memorial Hospital. This includes covering reception duties as required; providing an efficient and welcoming service to patients and visitors.

Main Accountabilities:

- As part of the reception team, to provide cover for the hospital reception desk and telephone throughout the hours of service, including making appointments, greeting patients and visitors and directing enquiries appropriately.
- Take payments for chargeable services as per the approved Health and Social Services fees and charges. Ensure these are correctly levied in accordance with patient eligibility, Balance the till as per established procedures and ensure takings are correctly secured.
- To manage stationery supplies for the KEMH. This will include issuing supplies and preparing orders for approval by the Finance Clerk.
- Take telephone messages for other staff and departments and to ensure all telephone queries are dealt with and answered as quickly as possible.
- Undertake basic clerical tasks such as audio typing, scanning, filling, typing and handling correspondence.
- Provide cover for other administrative staff during absences. This is likely to include medical secretaries and patient information clerk.
- To provide administration support to the Hospital Manager as required. This is expected to include minuting meetings as requested.
- Assist healthcare professionals within Primary Care by undertaking administrative tasks.
- Participate in the on-call rota for administrative support to emergency medical evacuations, once trained and competent to do so.

The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.

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Additional Information:
Confidentiality must be respected and maintained at all times. Expected to participate in the on-call rota for administrative support to emergency medical evacuations once trained and competent to do so.
Criminal Record Checks: This post is regarded as sensitive
All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s). Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers. Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.

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Person Specification:	Administration Clerk		
Criteria	**Essential**	**Desirable**	**Assessment Method**
Education and Qualifications:			
Good standard of English and Maths as evidenced by GCSE passes in Maths and English at Grade C or above or equivalent	✓		A
A customer care qualification		✓	A
Skills & Experience:			
2 years experience in administrative or clerical tasks	✓		A/R
Experience in dealing with basic financial processes	✓		A/I
Good attention to detail and confident working with figures	✓		I/R
Good computer literacy, including in the use of use of common Microsoft Office programmes such as Outlook, Excel and Word.	✓		A/R
Good customer service skills	✓		A/I/R
Familiar with medical terminology and/or experience of working in a healthcare setting		✓	A/I
Experience in cash handling		✓	I/R
Audio typing experience		✓	I
Personal Attributes:			
Ability to maintain high levels of confidentiality, and understanding of why this is important	✓		A/I
Clear and articulate telephone manner	✓		I
A polite and helpful manner, patience and understanding at all times are essential to the post	✓		I/R
A solution based 'can-do' attitude with a flexible approach to work	✓		I/R
Calm and efficient under pressure and ability to work to deadlines	✓		I/R
A good team player able to support the wider team and with the ability to work independently to get the job done	✓		I/R
Flexibility in attitude to meet the workload needs of the team as a whole	✓		I/R
Sensitivity in managing conflicting requirements		✓	I
Ability to find new solutions and suggest improvements, whilst maintaining existing high standards		✓	I

Method of assessment:

A - Application Form I - Selection Interview R - Reference