

OUR REWARD PRACTICES/ JOB DESCRIPTION:



Administrative Assistant/Receptionist

Date created: 18/09/2017

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Generic role title:	Administrative Assistant G4
Job family:	Administration, Professional & Managerial
Reference number:	KMMS-016-19
Grade:	Grade 4
Salary Scale:	£19,730 - £22,017 per annum
Contract:	Ongoing Full time
School/Department:	Kent and Medway Medical School
Location:	Canterbury Christ Church University and University of Kent
Line manager:	Operations Manager (School Administration Manager until this role is introduced) or their nominee
Immediate line reports:	N/A
Anticipated start date:	ASAP

The Kent and Medway Medical School

Our vision for the Kent and Medway Medical School (KMMS) is to create a new medical school for Kent and Medway that becomes a beacon for first-class medical education and research. The School will attract the most talented aspiring doctors from within the local community and beyond, offering training and development opportunities that will help to keep that talent in Kent and Medway.

KMMS brings together the existing centres of excellence in health and medical education provided by the University of Kent and Canterbury Christ Church University and local healthcare organisations, to offer a new model of patient-focused medical education.

Lead by its Founding Dean, Professor Chris Holland, the School will open in **September 2020**, offering **100 undergraduate medical places** on a yearly basis. The five-year undergraduate programme will be taught at the Canterbury campuses of both university partners with medical placements within Primary, Community and Secondary Care across Kent and Medway.



The University of Kent is a leading academic institution. It was awarded a gold rating in the TEF and has an excellent track record in health training, research and innovation across a range of disciplines, including Biomedical Science, Pharmacy and the Social Sciences.

Canterbury Christ Church University has a significant portfolio of pre-registration healthcare programmes, underpinned by strong leadership, extensive relationships to support clinical placements, simulation facilities, and internationally recognised research promoting health and wellbeing.

Equality, Diversity and Inclusion

KMMS is committed to the fair treatment of all staff and students and ensuring that the learning and working environment are supportive and inclusive for all. Duties in the delivery of learning, teaching and supporting students and staff should be performed in a manner in keeping with the School's commitment to equality and diversity. KMMS will work towards attaining an appropriate Athena Swan award.

Job purpose

To welcome and receive personal, email and telephone enquirers, and undertake a range of associated clerical responsibilities.

To ensure that anyone who comes into contact with the Administrative Assistant/Receptionist is given the best possible impression of KMMS and their query or visit is successfully managed.

To provide an accurate and efficient secretarial, clerical and administrative support function to assist with the general running of KMMS.

The Kent and Medway Medical School is a new and innovative joint endeavour between the University of Kent and Canterbury Christ Church University. Therefore, the Administrative Assistant/Receptionist role and duties may change as the School develops.

This role will involve working on both the University of Kent and the Canterbury Christ Church University campuses in Canterbury. Suitable training and development will be provided.

Key accountabilities

This section details the main accountabilities (or responsibilities) of the job, together with a selection of indicative duties. Other duties, commensurate with the grading of the post, may also be assigned from time to time.

1.	Act as the first point of contact for students and visitors to the school/department providing a courteous and effective service to ensure that visitors have a positive impression of that area and of KMMS and that their enquiry is proactively managed.	<p><i>Frequency</i></p> <p>Daily</p>
Example duties:		
1.1	Reception duties; receiving and welcoming visitors in professional and pleasant manner. Carry out the arrangements for internal and external visitors to KMMS locations	
1.2	Respond to enquiries in person, by telephone and by email, in a helpful and constructive manner, using knowledge of policies and procedures. Personally deal with straightforward queries, directing enquiries to the relevant person within the school/department if required, applying tact and discretion where necessary.	
1.3	Ensure meeting rooms and office spaces are well maintained and notice and display boards are up to date. Regular liaison with Reception, Estates and Facilities teams on fault reporting and other issues	
1.4	Offer an exceptional level of customer service at all times, especially in instances where the individual may be upset, angry or mistaken in their opinions.	
2.	Provide clerical support to the KMMS team to assist in the effective day to day administration of KMMS, working proactively to deliver assigned tasks without prompting.	<p><i>Frequency</i></p> <p>Daily</p>
Example duties:		
2.1	Duties will vary but will include general tasks such as receiving and distributing post, monitoring generic email accounts and answering queries, issuing parking vouchers, receiving and checking documents (such as identification for interview candidates, certificates related to recruitment etc), keeping records of staff availability updated, and assisting with the induction of new KMMS staff.	
2.2	Request and process information and data of a confidential or sensitive nature ensuring records are accurately collated and maintained in line with University procedure and Data Protection regulations and KMMS filing systems	
2.3	Assist the KMMS senior team with diary management, including making full arrangements for, and servicing of, meetings where required	
2.4	Produce documents using standard templates and information provided by others	

3.	Provide support in the organisation of meetings, events and committees within KMMS ensuring they are run efficiently and that outcomes/decisions are actioned.	<i>Frequency</i>
		Weekly
Example duties:		
3.1	Request the necessary information to organise meetings as required. Book rooms, refreshments, equipment and travel etc within set ordering procedures.	
3.2	Anticipating / responding to changes in meeting arrangements and corresponding with meeting participants to ensure they are kept up to date.	
3.3	Prepare and circulate agenda, minutes and other standard documentation as required. Take minutes for department meetings if requested.	
3.4	Support the planning and running of events within KMMS, attending events if required and helping to evaluate the success events.	
4.	Undertake clerical duties relating to ordering, procurement and financial processing ensuring prompt administration in line with KMMS and University procedures.	<i>Frequency</i>
		Daily
Example duties:		
4.1	Undertake day to day financial transactions such as raising purchase orders or reconciling daily banking.	
4.1	Ensure adequate office supplies are available to meet requirements. Purchase office stationery and equipment within a defined budget and following a set procedure.	
4.2	Maintain and reconcile financial records using spreadsheets and KMMS/ university systems. Track invoices and expenses liaising with other schools/departments regarding discrepancies or outstanding payments.	
4.3	Process for payment all invoices and credit card purchases for approval.	
5.	Provide a first aid service and act as fire marshal to ensure the health and safety of those in the building during incidents or accidents.	
Example duties:		
5.1	Provide first aid to anyone in the building who may need it to ensure that any low level incidents (cuts etc.) are managed and that for any serious incidents (e.g. a heart attack, respiratory attack) appropriate assistance is offered until emergency services arrive.	

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| 5.2 | Act as fire warden for the school or building to ensure that in the event of a drill/practice or an actual fire or other incident, the building is vacated calmly and efficiently, and that people assemble at muster points and can be accounted for. |
| 5.3 | Undertake some duties relating to health and safety, including keeping display boards updated, and communicating on health and safety matters to KMMS team. |

Internal & external relationships

This section indicates with whom the job holder comes into contact and liaises/communicates with on a regular basis, and for what purpose.

Internal: Other members of team, staff at all levels of KMMS, Canterbury Christ Church University and University of Kent, students, managers/supervisors, academics, clinicians other University departments

External: Visitors from the National Health Service or organisations related to healthcare in Kent and Medway, interviewees, contractors, meeting and event delegates

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Repetitive limb movements
- Regular use of Screen Display Equipment

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Qualifications / training	Essential	Desirable	Assessed via*
GCSE English and Maths or equivalent or other means of demonstrating a competent level of literacy and numeracy	✓		A, T
CLAIT/ECDL or equivalent IT qualification		✓	A

Knowledge, skills and experience	Essential	Desirable	Assessed via*
Strong customer service experience	✓		A, I
Demonstrable experience of dealing with difficult or complicated queries that can require careful attention and tact to resolve	✓		A, I
High degree of accuracy and good attention to detail	✓		A,T

Excellent oral and written communication skills	✓		A, I, T
Experience of dealing with a wide range of enquiries, taking own initiative to resolve these where appropriate, and prioritising and managing time effectively	✓		A, I
Previous administrative experience in a HE establishment (desirable)		✓	A, I
Experience of diary management (desirable)		✓	A, I
Experience of taking minutes		✓	I
Experience of working in a team	✓		I
Good IT skills, particularly Microsoft Office packages	✓		T
Experience of working in a confidential environment		✓	I

Additional attributes	Essential	Desirable	Assessed via*
Desire to provide and facilitate a high level of customer service	✓		I
A positive and approachable manner	✓		I
An excellent Ambassador for KMMS when communicating with colleagues from both universities and from the NHS	✓		I
Resilient under pressure and willingness to embrace change	✓		I
Flexible, adaptable and able to manage conflicting priorities and demands	✓		I, T
A strong commitment to equality, diversity and inclusion	✓		I
Commitment to undertake further training or personal development as required	✓		I

*Criterion to be assessed via:

A = application form or CV/cover letter

I = interview questions

T = test or presentation at interview