



PTH MANAGEMENT SYSTEM

JOB DESCRIPTION CLINICAL ADMINISTRATOR (Cardiff)

Proprietary and
Confidential

PTH-HR-SP-01-23

Rev 01

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Rev Level	Revision Date	Description of Changes	
01	21 November 2008	Initial release	
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_____	Signature	_____	Signature

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1. **Job Purpose**

To provide a comprehensive administrative and clinical support service to the clinical team based at our Client Site in Cardiff.

2. **Major Tasks**

- 2.1 To provide accurate and timely clerical support to the clinical teams in Cardiff and Shrewsbury.
- 2.2 To have responsibility for the administration and monitoring of the occupational health contract, ensuring that clinics are prepared, processed and maintained accurately including the production of related correspondence and statistical information.
- 2.3 The provision of the production of routine letters and reports etc. This may include some audio typing.
- 2.4 To provide Reception cover, dealing with incoming calls and client employees attending appointments.
- 2.5 To have responsibility for occupational health client administrative processes including dealing with confidential clinical files and linked copy notes.
- 2.6 To have responsibility of taking the minutes at the quarterly contract review meetings.
- 2.7 To have knowledge of the department's procedures and protocols.
- 2.8 To use and to assist with implementing the new occupational health database, soon to be introduced.
- 2.9 To be able to attend the Shrewsbury office occasionally when required
- 2.10 To undertake any other duties as required consistent with the grading of the job and which fall within the capabilities of the post holder.

3. **Responsibilities**

The post holder will be responsible to their Line Manager.

4. **Person Specification**

- Able to deal and communicate with people of all levels by way of telephone, email and face-to-face
- Ability to arrange clinics and liaise with PTH head office
- Ability to prioritise work
- Excellent communication and organisational skills
- Good customer care skills
- Able to work under pressure
- Accurate keyboard skills (RSA word-processing/CLAIT)
- Ability to learn additional software packages
- Ability to work in a team and as an individual
- Flexible approach to work
- Must be able to think on their feet
- Good knowledge of Excel, Word, Outlook
- A good team player