



number one for
service and value

Job Profile comprising Job Description and Personal Specification

Job Title: Occupational Health Administrator	Grade: Apprentice Level 3
Section: Human Resources	Directorate: Resources
Responsible to following manager: Occupational Health Manager	Responsible for following staff: N/A
Post Number/s: RWR6041	Last review date: March 2021

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

To provide a high quality and efficient administrative service within the occupational health service and excellent customer service to colleagues across the council and outside contracts.



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Specific Duties and Responsibilities

1. To work closely with Human Resources colleagues to support the OH clinics and their administration including co-ordination of files, allocation of appointments, filling, cancellation appointment slots, meeting and greeting.
2. To produce high quality correspondence, with good attention to detail, to ensure the needs of the clients are met in a sensitive manner.
3. To update spreadsheets in relation to Health History Forms, starters, leavers etc.
4. To oversee the uploading of relevant documents onto an online database.
5. Maintain accurate filing system of both digital and hardcopies for client files.
6. To provide general admin support to Occupational Health staff, as required, including small bespoke projects.
7. To contribute to the processing of management referrals to Occupational Health, including creating digital client folders and inputting into a database.
8. To ensure Occupational Health supplies are fully stocked at all times, including photocopying of forms, flyers for the clinic rooms etc.
9. To contribute to the dispatch of clinic reports and the process for requesting medical information from GP's and other health professionals.
10. To contribute to health promotion activities by producing posters, photocopying handouts, setting up stands etc.
11. To manage medical sensitive information that is highly confidential in a way that is tactful, professional and ensures confidentiality is maintained at all times and in line with Council processes.
12. To represent Occupational Health and HR in a professional manner at all times, ensuring a high standard of customer service to both colleagues and clients.
13. To work within the following hours i.e. 8.30 am to 4.30 pm to fit in with Occupational Health clinics etc.



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14. To work in a centralised, multi-site HR Service servicing the Shared Staffing Arrangement between the London Borough of Richmond-upon-Thames and the London Borough of Wandsworth.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.
- **Additional Information**

Team structure

For the current structure please go to The Loop.



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Person Specification

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Responsible to: Occupational Health Manager	Responsible for: N/A
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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Positive and Helpful. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
Understanding of the need to maintain confidentiality	A/I
Experience	
Experience of customer service preferable	A/I
Skills	
Highly developed attention to detail	A/I/T
Highly effective organisational skills in order to follow and develop systems and procedures	A/I
Proven track record of successfully managing tasks, often with conflicting deadlines	A/I
Excellent IT skills including MS Office applications i.e. Word, Outlook and Excel	A/I/T
Ability to demonstrate a flexible approach to work to meet ever changing demands	A/I
Excellent written communication skills in order to prepare letters and compose emails to staff and managers	A/I/T
Proven oral communication skills in order to deal with a diverse range of people at all levels by telephone and face-to-face	A/I
Ability to work as part of a team and have the self-discipline to work independently, prioritising the many demands of the role.	A/I
Committed to the provisions of equality, diversity and inclusion for others, both colleagues and clients and maintain an awareness of the equality and diversity protocol	I
Understanding of responsibilities of Children's Act 2004 in relation to safeguarding children, young people and vulnerable adults as it applied to this role within the Council	A/I
Qualifications	
Maths and English GCSE	A



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A – Application form

I – Interview

T – Test

C - Certificate