

JOB DESCRIPTION

Administrative Assistant

Introduction

This is a full time, office-based role for a national independent Occupational Therapy Practice, within the centre of Hook, Hampshire. It requires an individual with an interest in people and strong communication, customer service and organisational skills.

The primary goal of the Administrative Assistant is to provide administrative support to the relevant team and manager(s) within clinical operations, with the aim of our clients and referrers receiving a high standard of service.

One of the main areas of responsibility will be to ensure all new referrals and active cases are progressing smoothly by using our systems to track progress, liaising with the relevant therapists, referrers and clients as needed by telephone and email. You will be expected to develop strong working relationships with our associate therapists as well as our referrers and clients.

Attention to detail is also a key requirement as the Administrative Assistant will be responsible for proof reading and editing assessment reports to ensure that documents are consistently presented, do not contain errors and are well-written.

All of our cases and workflows are managed with in-house online case management systems. As such the Administrative Assistant will need to be confident and competent in navigating and using online systems.

The temperament of the person in the role is also very important. At The OT Practice we pride ourselves on being friendly, caring, and professional. As this role requires dealing with people externally it is vital they are able to portray that to our therapists and clients.

Applications & enquiries

Applicants should submit a CV and covering letter to careers@theotpractice.co.uk or if you would like to discuss the role in more detail please call us on 0330 024 9910

Our Company ethos

- We make clients & potential clients feel understood and provide sound professional advice.
- We are friendly, warm and caring whilst always remaining professional.
- We are socially responsible – if there is a better option for a prospective client then we say so.
- We are client-focused and want to ensure our clients feel they are in safe hands.
- We are driven and go the extra mile if that is what is needed to keep a client happy.

Details of the role

The overall aim of the Administrative Assistant will be to ensure the smooth running and timeliness of all cases. The successful candidate will be responsible for the following core tasks:

- Liaising with therapists via telephone and email to complete tasks such as:
 - Assisting in the allocation of new referrals.
 - Following up on booking of assessment / treatment visits.
 - Ensuring therapists submit reports on time.
 - Proof reading reports for accuracy / grammar and consistency.
 - Assisting with month-end reports and invoices.
 - Monitoring case progress and liaising with therapists as needed.
- Liaising with clients/referrers via telephone and email to complete tasks such as:
 - Following up on any outstanding issues or requests with the referrer and/or client.
 - Acting as point of contact / taking calls and enquiries relating to existing cases and assisting where possible.
 - Monitoring case progress and liaising with client and/or referrer.
 - Issuing reports and other documents to clients/referrers.
 - Managing team email inboxes.
- Maintaining case files on system ensuring these are accurate and up-to-date
- Using features on case management/workflow systems to ensure all active cases are correctly progressed
- Other administrative support tasks as required in the team

Skills and qualifications

The following skills and qualifications will be required/desirable:

- Highly competent with computers and online technology (tech savvy).
- Excellent written and verbal communication skills (telephone manner is very important).
- Exceptional organisation skills and ability to multi-task.
- Willing to undertake a DBS check.

Personal skills & attributes

Fundamental to this role is the character and temperament of the individual. They will be expected to be highly organised, efficient and have a strong sense of responsibility. Important personal skills and attributes include:

- Caring, friendly, personable and always willing to listen.

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- Taking responsibility and having the ability & confidence to make good decisions.
- Problem solver and determined.
- Ability to work independently and within a team environment.
- Act on own initiative, self motivated and tenacious.
- Exceptionally well organised and able to put their own strategies and processes in place to maintain a well organised working environment.
- Be able to earn respect and in turn have authority within the team and therapist network due to excellent knowledge of cases and organisation.
- Outstanding attention to detail.
- Personal pride in their work.
- Desire to progress and develop their professional career.
- Efficient working style and ability to juggle tasks without missing things.
- Excellent telephone manner – chatty and confident but always professional.
- Able to remain calm, composed and professional under stressful or confrontational situations.

What we offer you

We pride ourselves on being a caring, friendly, and professional company. We believe the growth of our business to date is directly attributed to ensuring our values are at the core of everything we do. Based in the centre of Hook, with free parking and excellent transport links. Offering a competitive salary depending on experience, with 23 days holiday, plus bank holidays and other company benefits.

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Person Specification:-

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> • Good standard of literacy and numeracy (at least GCSE Level C or Equivalent) • IT literate 	<ul style="list-style-type: none"> • Degree or equivalent experience • Word Processing Qualification
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working on own initiative • Experience of dealing with diverse groups of people at all levels • Proven administrative skills such as filing, constructing documents, data entry, monthly reports, data collation 	<ul style="list-style-type: none"> • Experience of working in a similar administrative role • Previous experience of supporting senior colleagues
SKILLS, ABILITIES AND KNOWLEDGE	<ul style="list-style-type: none"> • Excellent working knowledge of Microsoft Word, Excel and Outlook • Strong organisational skills • Ability to prioritise own workload and meet deadlines • Work accurately with excellent attention to detail • Understand the importance of confidentiality, data protection and security • Ability to develop effective administration and support systems • Effective influencing skills • Excellent written and verbal communication skills • Excellent telephone manner • Is courteous and effective when dealing with people, exchanges information in a tactful and diplomatic manner, able to communicate effectively at all levels. 	<ul style="list-style-type: none"> • Ability to work unsupervised and use initiative • Experience of working with sensitive information and maintaining its security • Ability to solve a range of problems by responding to varying circumstances, whilst working within company policy and procedure • Some experience of project management (formal or informal management) • Is client focused ensuring that the needs of our clients are maintained and managed appropriately
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Positive 'can do' attitude • Self-motivated, flexible and enthusiastic approach to work • Ability to work in a confidential and professional manner • Ability to recognise when issues need to be passed to a senior colleague • Strong interpersonal skills • Enjoy working with people with good team working skills • Ability to establish and maintain strong working relationships at all levels • Willingness to learn new skills • Well presented 	<ul style="list-style-type: none"> • Demonstrable interest in Occupational Therapy • Ability to use tact and diplomacy as necessary

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