

## Job Description

A Post Details	
Job Title: Occupational Health Medical Co-Ordinator/Administrator	Grade:A004
Department Wellbeing, Health and Safety	Division: A Division
Reports to: Head of Occupational Health	Contract Type: Permanent
Level of Vetting: Non-Police Personnel Vetting	Numbers in Post: 2
B Purpose of the Post	
To provide professional, efficient, proactive and comprehensive administrative support for Occupational Health services and carrying out general office duties across the SHW remit.	
C Dimensions of the Post	
<p><b>DIMENSIONS OF THE POST</b> The key statistics associated with the post</p> <p>Financial – Direct or Non-Direct None</p> <p>Staff Responsibilities – Direct or Non-Direct None</p> <p>Any Other Statistical Data None</p>	
D Principal Accountabilities	
<ul style="list-style-type: none"> <li>• Provide general administrative support to the delivery of all Occupational Health services</li> <li>• Co-ordinate the delivery of clinics and appointments; making appointments, responding to queries and managing information on the OH software system.</li> <li>• Support the case management triage process and work with the Occupational health team to arrange appointments within agreed SLAs, respond to management and employee queries about the case management process and appointments via telephone, email or in person</li> <li>• Allocating Workplace assessment questionnaires received to the OHAs diaries and subsequent administration of these bookings.</li> <li>• Monitor the Occupational Health general email boxes, responding to queries where appropriate and allocating remaining queries to the Occupational Health team for action.</li> <li>• First point of contact for callers, contractors and visitors ensuring they are dealt with promptly, efficiently and courteously. Intercept and make telephone calls on behalf of the manager or team, liaising with internal staff and external contacts at all levels, resolving issues proactively; triage calls to direct to relevant personnel or arrange appointments as necessary.</li> <li>• Receive, acknowledge, organize and reply to all internal and external correspondence in a professional and timely manner and redirect as necessary. Pursue and obtain third party Specialist reports in pursuance of effective Occupational Health management</li> <li>• Progress subject access requests to ensure these are provided within the required timescales</li> <li>• Manage submission of invoices, checking against backing data and processing to ensure timely payment</li> <li>• Assist with any time critical administrative tasks as required</li> <li>• Updating the Occupational Health system as necessary</li> <li>• Compile accurate financial, statistical and management information as appropriate. Reconcile and dispatch</li> </ul>	

daily/weekly/period returns and process for payment or report in liaison with other departments, to agreed guidelines and timescales.

- As directed by manager, provide support in preparation of reports and files to enable managers and others to communicate with internal and external contacts and to aid their understanding of current issues on a variety of sensitive and confidential matters.
- Provide an administrative service to the Deputy Director of Wellbeing, Health and Safety Team (W, H&S) including typing, email, processing general accounts, invoices, data entry, and creating and maintaining files and databases to track activities and workloads, and other general office duties, including minutes of meetings.
- Organise meetings, events, diary appointments for the manager and/or team to enable their time to be used effectively and to the best advantage within the organisation. Ensure that all travel, catering and hotel arrangements are booked in accordance with BTP procedures including use of corporate procurement cards and e- procurement processes. Take minutes of internal meetings as requested.
- Monitor, distribute and audit office stationery, passes and/or consumable and re-order stocks as required using e- procurement processes within agreed budget and accountability limits to ensure goods have been received and that appropriate resources are available when required.
- Maintain, update and archive documents, files and folders - remaining aware of the confidential, sensitive nature of Occupational Health records, to ensure ready access to comprehensive records in compliance with BTP procedures and Data Protection and Freedom of Information principles and provisions.
- Provide cover during annual leave and ill health for other administrators with Wellbeing, Health & Safety function.
- Maintain a safe working environment by monitoring, reporting and arranging the rectification of problems with office supplies, equipment, cleaning and general maintenance.
- May supervise one or more temporary, volunteer, work experience or administrative support staff including setting and monitoring workloads, coaching and development and motivating to improve performance.

#### **E Decision Making**

**Make decisions:**  
**Prioritizing own workload.**  
**Significant say in**  
**decisions: Delivery of OH**  
**services supports safe and**  
**effective policing activities**  
**within BTP**

#### **F Contact with Others**

**Internal**  
**All levels of BTP personnel.**  
**External**  
**GP and other medical services, External providers to BTP. Responding to requests for information to/from British**  
**Transport Police Authority, Her Majesty's Inspectorate of Constabulary, Department for Transport, Train Operating**  
**Companies, Network Rail, other agencies, and police services, members of the public as appropriate and directed by**  
**the management chain.**

G Essential Criteria
<ul style="list-style-type: none"> <li>• Experience of delivering a high level of customer service and dealing with a range of queries/concerns in a professional manner.</li> <li>• Experience of prioritising workload to meet competing deadlines.</li> <li>• Ability to remain calm whilst working under pressure, dealing with members of the public or to demanding deadlines whilst maintaining a flexible approach.</li> <li>• Excellent standard of planning and organisational ability.</li> <li>• The ability to present information in an accurate and appropriate format</li> </ul>
Qualifications and Training:
<p>Qualifications and Training: Minimum GCSE grade C in English Language and Mathematics, or equivalent qualification or experience.</p>
Experience:
<ul style="list-style-type: none"> <li>• Previous administrative or secretarial experience with a high level of organisational ability and attention to detail.</li> <li>• Experience in exercising diplomacy. Tact and discretion in managing sensitive, personal and confidential matters.</li> <li>• Experience of scheduling meetings, events, preparing agendas and documentation, taking and drafting accurate minutes.</li> </ul>
Skills:
<ul style="list-style-type: none"> <li>• Proficient in MS Office applications.</li> <li>• Excellent verbal and written communication skills</li> <li>• Excellent interpersonal skills with the ability to liaise with staff at all levels both internally and externally.</li> <li>• Ability to work on own initiative.</li> </ul>
Knowledge:
<ul style="list-style-type: none"> <li>• Knowledge of the UK geography and/or rail network</li> </ul>
Desirable criteria:
<ul style="list-style-type: none"> <li>• Familiarity with BTP software packages such as e-procurement and records archiving.</li> <li>• Proven experience in a customer service role.</li> <li>• Experience in dealing with sensitive information, previous health and safety experience</li> <li>• Knowledge of the policing environment</li> </ul>
H Additional Information
<p>The post will from time to time be required to travel to other BTP locations to support Occupational Health service delivery and attend meeting; on occasion this may require overnight stay.</p>



**For Panel to complete only:**

Line Manager Approval: Submitted by Megan Taylor

Panel Approval: Reward Team

Date:09/04/2021