Job Description

A Post Details	
Job Title: Occupational Health and Safety Administrator	Grade:A004
Department Wellbeing Health and Safety	Division: Select Division
Reports to: Deputy Director, Wellbeing, Health and Safety	Contract Type: Select Contract Type
Level of Vetting:Non-Police Personnel Vetting	Numbers in Post: Enter numbers as per submission or org chart

B Purpose of the Post

To provide professional, efficient, proactive and comprehensive administrative support and carrying out general office duties across the SHW remit.

C Dimensions of the Post

DIMENSIONS OF THE POST The key statistics associated with the post
Financial – Direct or Non-Direct
None
Staff Responsibilities – Direct or Non-Direct
None
Any Other Statistical Data
None

D Principal Accountabilities

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.
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
Allocating Workplace assessment questionnaires received to the OHAs diaries and subsequent administration of these bookings.
Monitor the Occupational Health general email box, responding to queries where appropriate and allocating remaining queries to the Occupational Health team for action.
Progress subject access requests to ensure these are provided within the required timescales
Manage submission of invoices, checking against backing data and processing to ensure timely payment
Assist with any time critical administrative tasks as required
Updating the Occupational Health system as necessary

Compile accurate financial, statistical and management information as appropriate. Reconcile and dispatch 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.

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.

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

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.

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, triage calls to direct to relevant personnel or arrange appointments as necessary.

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 with the Health and Safety Administrator and the Wellbeing Engagement Assistant.

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

F Contact with Others

Internal

All levels of BTP personnel.

External

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
The ability to present information in an accurate and appropriate format **Experience of delivering a high level of customer service and dealing with a range of queries/concerns in a professional manner.** **Experience of prioritising workload to meet competing deadlines.** **Ability to remain calm whilst working under pressure, dealing with members of the public or to demanding deadlines whilst maintaining a flexible approach.** **Excellent standard of planning and organisational ability.**
Qualifications and Training:
Qualifications and Training: **Minimum GCSE grade C in English Language and Mathematics, or equivalent qualification or experience.**
Experience:
Previous administrative or secretarial experience with a high level of organisational ability and attention to detail. Experience in exercising diplomacy. Tact and discretion in managing sensitive, personal and confidential matters. Experience of scheduling meetings, events, preparing agendas and documentation, taking and drafting accurate minutes.
Skills:
Proficient in MS Office applications. **Excellent verbal and written communication skills** **Excellent interpersonal skills with the ability to liaise with staff at all levels both internally and externally.** **Ability to work on own initiative.**
Knowledge:
Knowledge of the UK geography and rail network **Knowledge of the policing environment**
Desirable criteria:
Familiarity with BTP software packages such as e-procurement and records archiving. Proven experience in a customer service role. Experience in dealing with sensitive information, previous health and safety experience (preferable but not essential).
H Additional Information
For Panel to complete only: **Line Manager Approval: Submitted by Megan Taylor** **Panel Approval: Reward Team** **Date:09/04/2021**