

## Job Description

<b>Job Title:</b>	Operational Support Assistant
<b>Department:</b>	London Barking & Dagenham (LBBD)
<b>Accountable To:</b>	Area Manager
<b>Contract Type:</b>	Permanent, Full-time, 37.5 hours

### 1. Purpose of Job

To deal with enquiries, referrals and installations of TEC equipment in clients homes and undertaking relevant administration duties relating to this, in line with service requirements.

To provide an efficient and responsive administrative and operational support to the Operations Departments in LBBD, Woodford Green Depot & Rawtenstall.

### 2. Key Duties

- 2.1. Working as a Team, you will provide administrative and general office support, including but not limited to; answering telephones, data inputting, booking appointments, distribution of information.
- 2.2. To ensure that new referrals are processed within the required time-scales to meet the Contract and TSA standards.
- 2.3. To schedule the Technicians diaries with appointments ensuring the most efficient use of time when planning routes.
- 2.4. To liaise with LBBD Council colleagues, customers, their families, and third-party community services such as GPs, nurses, social workers, and voluntary groups to maintain the independence and well-being of the customer.
- 2.5. To assist with promotional activities and local marketing campaigns to ensure our target market know the range of services we provide.
- 2.6. To learn and keep up to date knowledge of TEC equipment and be able to fault -find/triage in the first instance before making a Technician appointment.
- 2.7. Processing and updating client data on databases, including TCES, UMO CRM and liaising with the ERC (Emergency Response Centre).
- 2.8. Handling client information in a sensitive and confidential manner.
- 2.9. Preparing source documentation needed for new clients.
- 2.10. Responding to routine queries and requests from Commissioners, Clients, managers, employees and colleagues.
- 2.11. Liaise with all our Rawtenstall office (Operations) regarding the ordering of stationery, PPE, cleaning materials, equipment and units.
- 2.12. Ensuring records are kept up to date.
- 2.13. Maintaining tidiness in the offices and ensuring records are secure, kept up to date and in an orderly fashion.
- 2.14. To develop & maintain knowledge and expertise in this specialist function and demonstrate commitment to one's own professional development.

- 2.15. To observe and comply with Company procedures and policies including Financial Regulations, Equality and Diversity, and positively implement the Company's customer care and complaints policy.

### **3. Health and Safety Responsibilities**

All employees will ensure that they;

- Take care of their own safety and that of others.
- Ensure that products, plant, equipment, vehicles and buildings are not damaged.
- Comply with health and safety procedures and instructions.
- Will not neglect, misuse, damage anything provided in the interest of health and safety.
- Assist by reporting to their Line Manager any hazard, accident, damage or defect in order that remedial action may be undertaken.
- Undergo any training or instruction to enable them to work competently and safely.

### **4. Information Governance**

Information is a vital asset, both in terms of the clinical management of individual patients and the efficient management of services and resources. Information Governance plays a key part in supporting clinical governance, service planning and performance management. It is therefore of paramount importance to ensure that information is efficiently managed.

Information Governance is a framework to enable Medequip Connect to handle personal and corporate information legally, securely, efficiently and effectively, to deliver the best possible care. It is your responsibility, regardless of your employment status, to ensure you are aware of the requirements incumbent upon you and that you comply with these requirements during all company activities. Further guidance can be found in the Employee Handbook and the Information Governance policies displayed on the intranet.

### **5. Key Working Relationships**

#### **5.1. External**

Members of the public; customers; service users.

#### **5.2. Internal**

Colleagues, Medequip Connect Accounts, HR, and Operations, Management, other employees across the Company.

### **6. Disclosure and Barring Service**

In order to protect vulnerable or elderly customers, it is necessary for the job applicant to apply for an Enhanced Disclosure from the Disclosure and Barring Service. The disclosure will determine whether or not an individual is permitted to undertake this role.

### **7. Other**

This job description is intended as a general guide to the duties of the post and is not exhaustive. It may therefore be altered from time to time to reflect the changing needs of the company, in consultation with the post-holder.

<b>Job Details</b>	
Job Title: <b>Operational Support Assistant</b>  Salary: <b>£19,305 p/a</b>  <b>Plus £9.90 for any authorised additional hours worked</b>  Allowances: <b>30 minute unpaid break</b>  Area/Location: <b>LBBB (Woodford Green)</b>	Number of jobs available: <b>1</b>  Mileage:    Is this a new post? <b>Y / <del>N</del></b>
Is the position –  Permanent: <b>Y / <del>N</del></b>  Temporary: <b><del>Y</del> / N</b>  Fixed Term: <b><del>Y</del> / N</b> If so, for how long?	Where is the position based?  Local Office? <b>Y / <del>N</del></b>  On-Call from home? <b><del>Y</del> / N</b>  Work from home? <b>Y / <del>N</del></b>  Combination of Depot and WFH.
Details of Rota/Shift Pattern:  <b>This is a flexible role. To assist in the operations of the company.</b>  <b>9am-5pm Mon-Fri</b>  <b>Ad hoc additional hours may be required to meet operational needs.</b>	Days Per Week: <b>5 days</b>  Hours Per Week: <b>37.5</b>  Proposed Start Date: <b>ASAP</b>
Is this post a replacement/maternity cover? <b><del>Y</del> / N</b>  Does the applicant require an enhanced DBS check at our expense? <b>Y / <del>N</del></b>	Is there an auto-enrolment pension scheme available? <b>Y / <del>N</del></b>  Holiday Allowance: <b>29 days incl Bank holidays</b> <b>Increases each year with service</b>