

## Job Description & Person Specification

<b>Job title:</b>	Medication Stock Administrator
<b>Location / Contract:</b>	Lowestoft, Suffolk / OneLife Suffolk
<b>Role Type:</b>	Delivery Support Team (member of Stop Smoking Team)
<b>Salary:</b>	Competitive (plus 3% employer contribution to pension)
<b>Hours:</b>	22.5 hours
<b>Reporting To:</b>	Stop Smoking Senior Practitioner / Lead
<b>Purpose of job:</b>	The role will provide administrative support and distribution of Nicotine Replacement Therapy (NRT) medication across the Stop Smoking service and act as a point of contact for the NRT Hub during Covid-19 adapted service(s).
<b>Key Relationships:</b>	Senior Practitioners, Coordinators and Practitioners, Administration Staff

### **Overview of MoreLife and OneLife Suffolk**

MoreLife are commissioned by Suffolk County Council to deliver a county-wide Integrated Healthy Lifestyle Service. These services are delivered utilising the OneLife Suffolk brand locally.

The services are: Adult Weight Management, Child Weight Management, Smoking Cessation, NHS Health Checks, Health Walks, Get Help 2 Get Active and training for professionals including Making Every Contact Count (MECC) training.

Each of our services are under-pinned by psychologically informed behaviour change curriculums and all clients accessing service are encouraged to maintain long-term healthy behaviour changes via our active maintenance programme and support by the OneLife Suffolk Club.

## Key Responsibilities of the Role

To support all parts of the Stop Smoking service with administrative functions as and when required. This could include, but is not limited to:

- To act as a point of contact for the NRT medication hub, monitoring internal escalation requests for medication to be distributed to clients at the request of the team of Stop Smoking Practitioners.
- To support the Stop Smoking Practitioner team with NRT Stock control, to including monthly stock count, monitoring stock rotation, ordering NRT stock etc.
- To provide support for office functions including raising and booking courier collections, logging of NRT stock batch numbers and expiry dates, ensuring stock assets are stored safely and securely.
- To amend client records as required and keep all records up to date, accurate, factual and within the guidance set as per GDPR and Information Governance principals.
- Ensure that courier records and accounts are kept up to date and balances are monitored on a daily basis.
- Communicate with MoreLife Finance admin to arrange funding top-ups to courier account to ensure continuous provision of courier services.
- To ensure the time efficient and accurate selection of NRT medication is allocated to the client as requested by the Stop Smoking Practitioner and wrapped/packed and sent to the client accordingly within the set time frame, to a set standard ensuring Patient Information Leaflet (PIL) and original packaging of medication is included, with directions for use.
- To support social distancing within the office environment while working safely and maintaining awareness of the set guidance while working during the Covid-19 pandemic.
- Support ordering of NRT medication stock as needed by the Stop Smoking Service.
- Supporting the arrangement and maintenance of office and printing resources and ensuring resources for medication distribution are well stocked and easily accessible.

- Be responsible for ensuring collection of parcels by courier service at the central office and in the absence of a service Lead ensure that contents of deliveries of NRT stock orders match delivery notes. Ensuring the storage of medication stock and consumable items is kept securely and as per medication guidance.
- To work to GDPR Compliance, as per company policy/legislation states.
- To ensure quality assurance within the role.
- Willingly complete any ad hoc duties as and when required.

### **Administrator Roles and Responsibilities**

- Responsible for providing administrative support to the OneLife Suffolk service.
- Accountable for ensuring own task list is delivered on time.
- Accountable for raising service issues immediately to Senior Practitioner/Lead.
- Escalation to decision maker in line with structure.
- Accountable for adherence to organizational policies e.g. personal safety and behaviours.
- Responsible for the reporting of day to day service delivery issues (e.g. system outage and staff shortages).
- Contribute to Business Continuity Planning and membership of emergency response team.
- Support across own peer group tier – and deputise for Coordinators and Practitioner staff when requested.
- Accountable for appropriate risk and governance reporting e.g. Incident (near-miss) reporting and Safeguarding referrals and adherence to appropriate escalation procedure.
- Operates within organisational values and supportive of OneLife Suffolk culture.

### For all MoreLife Staff

- To partake in promotional activities outside of the usual responsibilities of your role as and when requested by line management.
- To be willing to work flexibly to meet the needs of the service including out of hours working (i.e. evenings and weekends) on an ad-hoc basis and with reasonable notice.
- Undertake any additional duties as deemed reasonable and beneficial to benefit the service.

### Equality and Diversity

MoreLife is committed to the principles of valuing, respecting and delivering an organisational culture that promotes equality and diversity.

The organisation has clear goals and aspirations to promote equality both within the company and the provisions of our service. MoreLife is committed to ensuring that equality, diversity and human rights principles are at the heart of our operation and that this is emulated in our provision of healthcare to patients, the public and carers as well to our Staff.

Post holders must at all times carry out their job responsibilities with due regard to the MoreLife's Equal and Diversity policy.

### Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED		
			A	I	T
<b>QUALIFICATIONS</b>					
Minimum of 5 GCSEs graded 4 to 9 (C to A*) including English, Mathematics and Science-related subjects.	X		X		
First Aid at Work Trained.		X	X		
Fire Marshall Trained.		X	X		
<b>EXPERIENCE</b>					

Experience of providing personal and administrative support to staff.	X		X		
Experience of making telephone calls to clients and partner agencies.	X			X	
Experience of sorting and distributing post.	X			X	
Experience of note taking in meetings followed by production and distribution of minutes.		X		X	
Experience of using standard office technology e.g. photocopier, printer, computer (including the internet) and telephones - and basic maintenance (e.g. changing printer toner).	X			X	
Experience of working in a busy and constantly changing environment.	X			X	
Able to evidence assisting with a number of ongoing projects within an organisation, collating information and liaising with appropriate members of staff.	X			X	
Practical experience of liaising with other Providers inc. Primary & Secondary Care, Voluntary & Community Organisations, Workplaces and Health & Social Care agencies.		X		X	
Practical experience of supporting service delivery via the proactive organisation and production of resources (e.g. printing training notes in advance of pre-planned training).	X			X	
<b>OTHER REQUIREMENTS</b>					
Ability to present a professional image with clients and internal and external stakeholders.	X			X	
Able to work flexibly to meet the needs of the service inc. evening and weekend working.	X			X	
<b>SPECIAL ATTRIBUTES</b>					
A knowledge of and commitment to Equality and Diversity.	X			X	
A knowledge of Public Health systems and terminology.		X		X	

A basic awareness of Safeguarding policies.		X		X	
<b>SKILLS</b>					
Willingness to undertake training as required.	X			X	
Robust problem-solving skills.	X				X
Able to respond to emails and written correspondence as required.	X				X
Self-motivated, with an ability to work equally effectively as a part of a larger team or individually.	X			X	
Able to use own initiative and make decisions independently.	X				X
Has excellent attention to detail.	X				X
Excellent Information Technology skills with the ability to rapidly acquire new skills.	X			X	
Strong skills utilising Microsoft Office packages inc. Word, Excel, Outlook, PowerPoint.	X			X	
Proficient at navigating the internet.	X				X
Strong verbal and communication skills.	X				X
Able to adapt communication-style to meet the needs of the audience.	X			X	
Excellent decision-making ability.	X			X	
Ability to collect and present information.	X				X
Understanding of GDPR and Data Protection Act - applies principals to own work to ensure compliance with relevant legislation.	X			X	
Able to make suggestions for improving processes.	X			X	
Able to multi-task.	X			X	
Excellent time-management and organisational skills.	X			X	
Ability to work under pressure and prioritise own workload to meet the needs of the service.	X			X	