

Job Description & Person Specification

Position:	Temporary Administration Support
Reports to:	Occupational Health Team Leader
Salary band:	£15 per hour
Position type:	Temporary
Hours:	Flexibility with hours. 0900-1700, occasionally 0800-1600, 5 days a week.

Job Summary

The OH Administrator Support is a key member of the Corazon Health team and will work closely with the Clinical Operations

Manager, ensuring that as the business expands, we are operationally able to effectively meet the needs of our clients.

Previous experience of working in a healthcare related role would be an advantage but is not essential.

The post holder will be highly organised and able to work autonomously, be highly motivated, enthusiastic and respond positively to a challenging and varied role. Excellent interpersonal communication skills, both written and oral, are essential. The postholder will be able to manage multiple issues whilst prioritising work assignments.

There will be training and development opportunities, to progress within the team.

This is a hybrid working role. Working days in the office, Tuesday, Wednesday and Thursday.

Role Responsibilities

- Demonstrate the ability to interact, cooperate and establish effective working relationships with all Corazon Health employees, managers and direct reports.
- Build trust, value others, communicate effectively, work collaboratively, solve problems creatively and demonstrate high integrity and ethical behaviours.
- Maintain professional internal and external relationships that meet Company core values, encouraging employee voice to enhance productivity and organisational performance with all Corazon Health clients, contractors and suppliers.

ELITE VALUES





Engage

We promote an environment of positive collaboration and communication, where we actively listen, support, respect and value each other.



Lead

We believe in demonstrating fairness and consistency while leading by example to achieve our shared ambitions.



Inspire

We thrive on each other's growth and successes, recognising and rewarding a diversity of talents, endeavours and loyalty.



Trust

We embrace a culture of openness, honesty and integrity as a foundation of our commitment to each other.



Empower

We encourage initiative, value responsibility and nurture growth and development to enable us to flourish.

- Demonstrate & role model our **ELITE** behaviours, leading by example to encourage a culture of fairness, equity and engagement.

Support to the Operations Team

- Ad-hoc provide support to the Operations team to allow time for Cority tasks covering the following:
 - Answering calls from main telephone line and transferring where relevant.
- Set up management referrals.
- Arrange calls.
- Recall clinics.
- Send outcome reports following clinics.
- Send out standard letters.
- Send OH reports.
- Support the OHAC team with ad-hoc requests to assist with workload.
- Process Management Referrals and New Starter Health questionnaires.
- Support team with Health Surveillance clinics.
- Liaise with clients on a daily basis, responding to them in a timely manner to any client requests that are appropriate to deal with, and escalating to OH Account Coordinator, where relevant.

General Administration Tasks

- To include but not limited to reception duties.
- Perform duties not specifically identified in the job profile, but which are in line with the general responsibilities of the role, offering support across all departments if required.
- Providing general administrative support to the business when required.

Support to the Data Manager

- Support the Data Manger with the monthly company auditing program.
- Support with tasks set by the Data Manager in relation to management of the client employee's records storage, logging, and retention periods.
- Support with tasks set by the Data Manager in relation to the digital document management project.

Other:

- Manage your own workload in the face of unpredictable and conflicting demands, which may lead to moving deadlines or making adjustments to meet client or Company requirements at short notice.
- From time-to-time ad hoc support and specialist input may be required from the postholder to allow the company to meet its objectives. There are times where an "all hands-on deck" approach will be required.
- Perform duties/lead on projects not specifically identified in the job profile but which are in line with the general responsibilities of the post.

Please be aware that this job description may evolve or be amended as business needs dictate.

Person Specification		
Criteria	Essential	Desirable
Qualifications	English and Maths (Grade C)	Business Administration qualification
Skills/Competencies	Enthusiastic Highly organised Resilience, as this is a busy role. Confident in day-to-day tasks and proactive handling of problems.	
Experience Required	Full working knowledge of Microsoft office.	Proven health administrative experience or a transferrable skillset.
Personal Qualities	Willingness to carry out repetitive tasks is a requirement.	Full, Clean driving licence & access to dependable vehicle (due to location of office).

Employee Benefit Package

- 25 days holiday (pro rata if part time)
- Hybrid working
- Length of service awards
- Group life insurance (Death in Service)
- Flu vaccination/voucher scheme
- Benefits platform, including;
 - Retail discount scheme
 - Gym discounts
 - Health Shield – Health cash plan, including;
 - Employee Assistance Programme (EAP)
 - SkinVision – mole/cancer checking application
 - Online health assessments
 - GP Anytime; virtual GP surgery and private prescription service

Corazon Health Limited

Corazon Health is a private sector business to business OH provider, servicing clients across the UK. Our services focus on supporting management of health in the workplace. We have a diverse portfolio of over 300 clients, who are in an equally diverse range of business sectors such as education and manufacturing.

Equal Opportunities

Corazon Health supports the principle of Equality and Diversity in employment wholeheartedly and opposes all forms of unlawful or unfair discrimination on the grounds of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

We take every possible step to ensure that individuals are treated equally and fairly and that decisions on recruitment and selection are based solely on individual merits and abilities, appropriate to the job.



OCCUPATIONAL HEALTH SERVICES

Balancing Commerciality and Integrity Informing and Empowering Building Sustained Partnerships

We work within the requirements of all current legislation, and we implement the provisions of regulatory codes of practice in employment.