

Job description

Job title	:	HTA Administration Assistant
Salary	:	Band 1
Contract	:	Part Time - 12 month fixed term contract
Hours	:	18 hours per week worked across Monday - Friday
Location	:	151 Buckingham Palace Road, London.

Introduction

The Human Tissue Authority (HTA) is the national independent regulator for organisations that remove, store and use tissue for research, medical treatment, post-mortem examination, teaching and display in public. We also give approval for organ and bone marrow donations from living people. With the interests of the public and those we regulate at the centre of our work, we aim to maintain confidence by ensuring that human tissue is used safely and ethically, with proper consent.

Established under the Human Tissue Act (2004), we are an Executive Non Departmental Public Body (ENDPB) sponsored by the Department of Health and Social Care (DHSC). The Authority's Chair and members are appointed by the Secretary of State for Health. The Chair and half of the members are lay, with the remainder being professionals drawn from some of the groups who are affected by the legislation. The Authority is supported by an Executive team of 50 staff.

Job purpose

To provide effective and efficient administration support to all HTA directorates, as and when required.

Be the second point of contact for all visitors and people contacting the HTA, answering external calls and enquiries wherever possible and when required. This includes forwarding calls to the appropriate person / team, and providing cover during the lunch period.

Undertake all core role responsibilities listed in the full time Administration Assistant job description during periods of leave.

Communications and working relationships

Internal

HTA staff including Line Managers, SMT, and Authority Members.

External

Staff at licensed establishments, establishments applying for licence, external agencies and individuals (Parliamentarians) transplant community, DH, Media, devolved assemblies, general public and other key stakeholders.

Role Responsibilities

- Act as the second point of contact for external calls, answer enquires and queries wherever possible or direct them to the appropriate person or team. This includes calls from the media and the public concerning body donation.
- Provide administration support to the regulatory operations team, in particular licensing paperwork.
- Provide administrative support for meetings and events by: drafting agendas, sending invitations, recording responses, collating materials and any other tasks as requested by the event organiser.
- Provide project administration support as and when required across the organisation.
- Proof read a range of documents as required, ensuring they are in corporate style.
- Respond positively to other requests for assistance, including maintenance of HTA paper and electronic files.
- Undertake all core role responsibilities listed in the full time Administration Assistant job description during periods of leave.

Person specification

Criteria

<i>Experience, training and skills</i>	
Excellent organisational skills and the ability to focus and prioritise tasks, and deliver on time to high standards	Essential
Knowledge and experience of working in a team environment	Essential
Good IT skills and experience of working with Microsoft Office programmes, databases and internet search engines	Essential
Effective communication skills, both written and oral. Must have a good, clear professional telephone manner, especially when dealing with sensitive issues	Essential
Good interpersonal skills in order to work professionally with internal and external contacts, with tact and diplomacy	Essential
Experience of using a Customer Relationship Management system and website management system	Desirable
Experience of organising meetings and events	Desirable
Experience of writing minutes of meetings or committees and Board administration	Desirable
<i>Personal attributes</i>	
Ability to use initiative	Essential
A meticulous and thorough approach to work	Essential
Accuracy and good attention to detail	Essential
Flexibility and a willingness to assist with a variety of support tasks	Essential
Ability to work well under pressure and to tight timeframes	Essential

An effective, reliable and efficient team player who is able to share the relevant directorates overall business objectives

Essential

Interest in scientific and medical issues

Desirable