



Context Sheet to accompany generic role profile

Associated role profile:	Business Support Assistant
Department:	Occupational Health, Safety & Wellbeing Unit
Additional Information:	To provide administrative support to enable the efficient provision of service across the three forces. To contribute to achieving the Force vision, purpose and values for Bedfordshire Police, Cambridgeshire and Hertfordshire Constabularies.

Scope of activity	
<ul style="list-style-type: none"> • Work effectively and efficiently with colleagues to produce and maintain administrative systems and procedures that support the smooth running of the department and allow for the best use of technology. • Production and distribution of correspondence from the department in line with set procedures and timescales for sharing information. This includes medical reports to management and staff, requests for medical information from GPs and specialists and referrals of staff for external treatment supported by the department. • Preparation of clinic files and paperwork in advance of clinics for staff to use within the department. • Work with the Recruitment Department to ensure applicants are seen in a timely way prior to employment. • Manage the diaries of all professionals within the department to ensure that appropriate appointments are created for staff to be seen by them or for meetings to take place. • Be the point of contact for information relating to ill health retirement and injury cases to be collated prior to submitting all paperwork to the appropriate, external, medical professional for assessment. • Maintain accurate and up to date records on the departmental database in order to produce reports and assist with effective clinic planning. • Monitor and chase GPs and external specialist for reports in a timely manner to ensure that information is received and escalate to Senior Occupational Health Nurse Advisor (or their delegated authority) when necessary. • Support the diary and clinic arrangements for all professionals within the department by being the point of contact for managers to arrange meetings and medical case conferences with these individuals. 	

Training Requirements
<p>The post holder will be expected to undertake necessary training/coaching in accordance with the role.</p> <p>Please note that this list is designed to assist the post holder with a greater understanding of what is expected within the role. Hertfordshire Constabulary may ask the post holder to undertake other duties as required which are not necessarily specified above but are commensurate with the grade of the post. It may be amended from time to time within the scope and general level of responsibility attached to the role.</p>

Any other General Requirements/Scope
<ul style="list-style-type: none"> • Location – Herts Police HQ, Welwyn Garden City.