

REGIONAL HEALTH AUTHORITY

JOB SPECIFICATION & DESCRIPTION

JOB SPECIFICATION

JOB TITLE: Office Manager

DIVISION: Operations and Maintenance

DEPARTMENT:

ROLE AND CORE FUNCTIONS OF JOB:

- To provide administrative support for the Regional Office
 - The efficient use of requisite organisational infrastructure to support and ensure the successful achievement of the Regional Authority's objectives.
 - To manage the operations area of the Authority's office functions ensuring efficiency in areas such as secretarial and support staff functions.
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Educational Requirements:

(a) Specific Knowledge (however acquired) required to Start:

- Working knowledge of managerial principles and practices, and specifically, budget preparation and management techniques.
- Sound knowledge of government legislation regulating the operations of the Ministry of Health and Regional Health Authority.

(b) Qualifications and Experience:

- First Degree in Business Administration or equivalent qualifications

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- Three (3) years' experience at a management support level.
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1. Required Skills and Specialised Knowledge:

- Excellent time management skills.
- Well developed human relations skills.

- Ability to communicate effectively both orally and in writing.
- Ability to provide professional and effective leadership.

2. Special Conditions Associated with the Job:

- Numerous critical deadlines.
- Frequent exposure to video display terminals.

JOB DESCRIPTION

REPORTING RELATIONSHIPS

Supervision Received From: Director Operations and Maintenance

Nature of Supervision Received: Direct Supervision

Supervision Given To:

(a) Directly	Nature of Supervision
Receptionist	Direct supervision to keep informed and to monitor effectiveness.
Office Attendant	Direct supervision to keep informed and to monitor effectiveness.
Rider/Messenger	Direct supervision to keep informed and to monitor effectiveness.
Executive Secretary	Periodic supervision based on specific instructions and review of progress or results.
3. Indirectly	
Secretarial Staff	

Liases With:**Internally:**

Heads of Divisions

Externally:

Commercial Banks

Other Statutory Boards

Government Agencies

Clients / Patients

Insurers

Suppliers/Maintenance Contractors

JOB DESCRIPTION**Responsibilities and Duties:**

1. Manage the administrative/operational responsibilities at the Regional Office to ensure effectiveness and efficiency;
2. Develops and updates manual of the Authority's filing systems and institutes the related procedure for the removal and replacement of files.
3. Base on retention and disposal schedules for different categories of files; ensure correct and detailed storage of files and documents for archiving.
4. Responsible for the general management of the Authority's office and the overall coordination of all maintenance areas of the organisation on a day to day basis.
5. Ensures that administrative systems are in place to provide for the efficient opening, distribution and timely responses and dispatch of outgoing correspondence.
6. Ensures proper maintenance of equipment and furnishings, in addition to the removal and replacement of equipment which are obsolete or falling into obsolescence.
7. Prepares monthly compliance reports for Regional Director based on agreed customer service indicators for each functional unit within the Authority.
8. Participates in the organizations strategic planning process by collaborating with the Financial Director to prepare annual operational plan and budget for Office Management unit of the Authority.
9. Assists the Public Relations Manager with activities related to enhancing the

image of the Authority. Provide support to the Public Relations Manager for all official events.

- *10. Supervises the staff in the Office Management Unit (Administrative Department)
- 11. Co-ordination of events/functions hosted by the Regional Office eg. Quarterly Reviews, transportation arrangements for work related staff trips & funerals etc.
- 12. Liaises with private and public (including Ministry of Health) agencies to ensure timely responses to operational issues;
- *13. Ensures the timely preparation for Board and other critical meetings, and timely dispatch of associate documents;
- 14. Monitors project proposals that are submitted to Ministry of Health and Environment;
- 15. Responds to correspondence on the instructions of the Regional Director.
- *16. Ensures that the agreed standard of safety, security and fire precautions are maintained on an ongoing basis and participate in the preparation, testing and review of the Region's Disaster Preparedness Programme.
- 17. Supports the Region's mission in achieving high quality standards through effective communication channels, suggestions and problem solving task forces and cost containment focus in collaboration with other functional units.
- 18. Expedites all operational and administrative matters with a view to have successful outcomes.
- 19. Manages the welfare and development of direct reports through the preparation of performance appraisals reports and recommendation of required training and development programmes.
- 20. Participates in the recruitment and selection process for potential staff members for the operational unit.
- 21. Provides guidance to staff members supervised through coaching, mentoring.
- 22. Performs other related duties as assigned by the Regional Director.

Authority:

- Generate purchase requisition
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Performance Criteria:

This job is satisfactorily performed when:

- Audits reveal an internal environment operating at optimal efficiency within the Authority.
 - The organisation's public image is enhanced through effective office management practices.
 - Advice, suggestions and recommendations referred to the Regional Director are practical, useful and timely.
 - Staff within the Office Management unit is motivated and a harmonious organisational climate is fostered.
 - The organisational infrastructure supports the achievement of its strategic objectives.
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