



Job Description

Position Title

Administrative Assistant

Position Summary

The Administrative Assistant (HR Development) provides administrative and operational support to Management by helping coordinate daily activities, maintaining organized records, supporting staff accountability, assisting with client communication, and ensuring that important tasks, reports and meetings are completed on time.

This is an entry-level position intended for an organized, proactive and dependable individual who is eager to learn and grow within the organization. As the successful candidate develops, there will be opportunities to receive exposure to Human Resource functions based on organizational needs and demonstrated competence.

Key Responsibilities

Your responsibilities will include, but will not be limited to, the following:

- Provide day-to-day administrative support to Management.
- Make client follow-up calls, appointment reminder calls and other calls assigned by Management.
- Support the hospital appointment booking and scheduling system.
- Monitor daily staff attendance, punctuality and timesheets for both permanent and locum staff.
- Follow up with staff to ensure timely submission of daily, weekly and monthly reports, planners and other required documents.
- Organize meetings, prepare agendas, take meeting minutes and follow up on agreed action points.
- Prepare letters, reports, spreadsheets, presentations and other documents as assigned.
- Maintain organized physical and electronic filing systems.
- Maintain administrative trackers, dashboards and records.
- Assist with banking, document deliveries and other official errands as required.
- Support communication between departments and Management.



- Assist with special projects assigned by Management.
- Carry out any other duties assigned by the CEO or Management.

Qualifications

- A Bachelor's Degree or Higher National Diploma (HND) in Business Administration, Human Resource Management, Public Administration, Management, Accounting, or a related field.
- National Service personnel who have completed service or candidates with up to two years of relevant work experience are encouraged to apply.
- Proficiency in Microsoft Office applications, particularly Microsoft Word, Excel and PowerPoint.
- Familiarity with Google Workspace (Google Docs, Sheets and Drive) will be an advantage.
- Good written and spoken English.

Knowledge, Skills and Competencies

The successful candidate should demonstrate:

- Strong organizational and planning skills.
- Excellent verbal and written communication skills.
- Good interpersonal and customer service skills.
- High attention to detail and accuracy.
- Ability to maintain confidentiality.
- Ability to prioritize multiple tasks and meet deadlines.
- Good problem-solving skills.
- Initiative and willingness to learn.
- Professionalism and integrity.
- Ability to work independently and as part of a team.
- Confidence in making professional telephone calls and following up with clients and staff.
- Ability to use digital tools and learn new systems quickly.

Personal Attributes

The ideal candidate should be:



- Highly organized.
- Reliable and dependable.
- Proactive.
- Courteous and professional.
- Adaptable and flexible.
- Self-motivated.
- Calm under pressure.
- Eager to learn and grow.
- Committed to continuous improvement.

Key Performance Indicators (KPIs)

Your KPIs and targets will be discussed and agreed upon with your supervisors.

Performance will generally be assessed based on:

- Timely completion of assigned tasks.
- Accuracy and organization of records.
- Timely follow-up on staff reports and administrative deadlines.
- Effectiveness of appointment coordination and client follow-up.
- Professionalism, reliability and responsiveness.
- Ability to learn, improve and work independently.

Probation

Failure to consistently achieve agreed KPIs and targets during the probation period may result in:

- Extension of probation.
- Reassignment of duties.
- Termination of employment.