

North Bristol NHS Trust

Exceptional healthcare, personally delivered

Job Description

Job Details

Job Title: Executive Personal Assistant

Grade: Band 5

Directorate: Chief Executive's Office

Location/Base: North Bristol NHS Trust Headquarters

Job Summary

The post holder will provide an efficient, confidential and comprehensive Executive PA support to the assigned Executive Director(s) and their Deputy(s) as necessary as well as provide administrative support within the Executive PA team.

This will include; supporting the Executive Director(s) to achieve his/her objectives and the objectives of the Directorate; making informed decisions within areas of responsibility, supporting the achievement of standards and targets within the Directorate and Trust; managing specific projects for the Executive Director(s) and on behalf of the Directorate; attending meetings on behalf of the Directorate to ensure co-ordination of service, including the preparation of reports and maintaining a high professional standard at all times.

The post holder will have exceptional minute taking, IT and organisational skills with the ability to support the Executive Director(s) and Deputy(s) in an extremely busy and demanding role. This will involve working to tight deadlines and having the ability to manage conflicting demands whilst displaying excellent customer service.

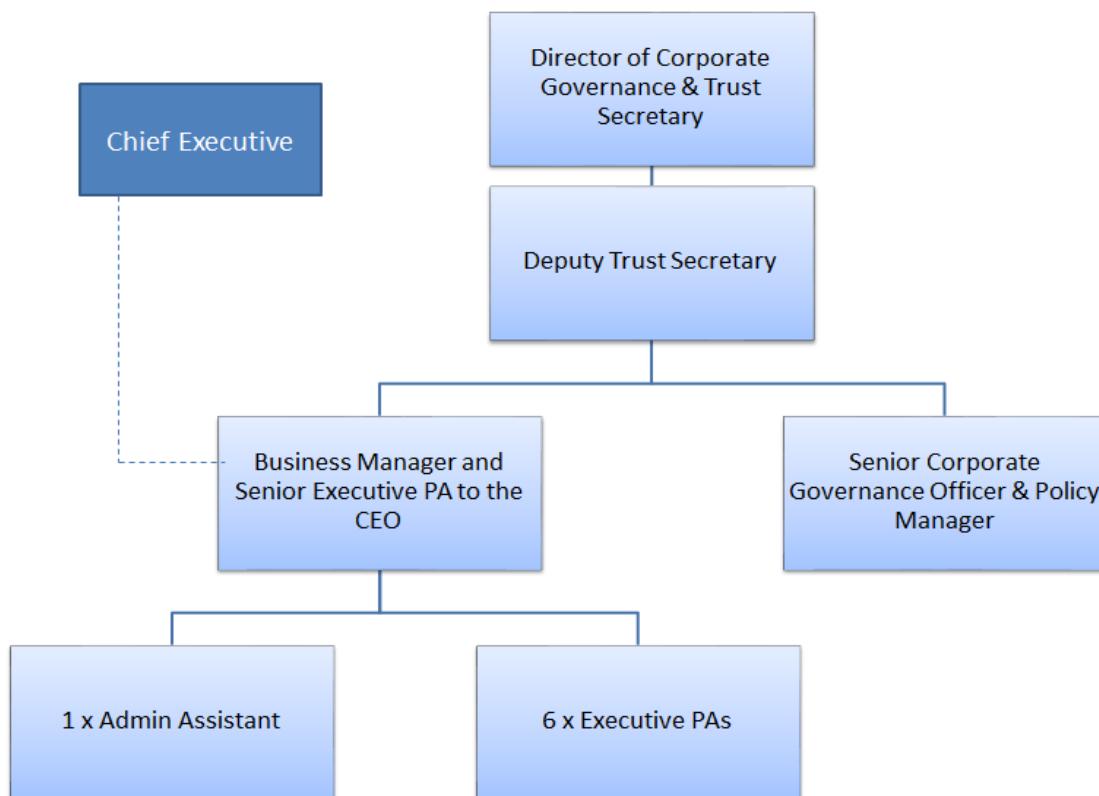
The post holder will liaise daily with Executive Director(s), Non-Executive Directors and external partners and stakeholders. As such, they will be articulate and personable with the confidence, professionalism and diplomacy to forge relationships with individuals at all levels. Working within this highly pressurised environment where priorities shift constantly, the post holder must be highly motivated and robust with the ability to respond to last minute changes and make swift, sound decisions and re-prioritise rigorously. Resilience, patience and pragmatism are essential.

The post holder will be responsible for, and co-ordinate all of the Executive Director's correspondence, including management of emails. The post-holder will also support the Deputy Trust Secretary and Chief Executive's Business Manager in the co-ordination and smooth flow of the administrative functions within the Chief Executive directorate.

The post holder will support the office internal and external communications including updating their Directorate Intranet pages. The post holder will be responsible for governance and maintaining elements of Directorate programme plans, supporting documents and the delivery and monitoring of elements of the programme which are within their remit.

As part of the post holder's development and succession opportunity, the post holder may be required to step-up to support the Business Manager, supervise the administrator and to take on ad hoc tasks as and when it is required and to provide cross-cover when appropriate.

Organisation Chart/Accountability



Knowledge, Training, Experience And Skills Required

- Qualified to degree level or evidence of equivalent experience.
- Experience of working in a project management or change management environment is desirable.
- Significant experience of supporting a senior manager at Executive /Board level, managing administrative functions.
- Extensive experience in a PA role providing full spectrum of administrative and office management duties.
- Experience of servicing committees including drafting agendas, taking and transcribing minutes and proactively managing action trackers.
- Experience of creating briefing documents, summaries and reports for senior management with an ability to research relevant subjects using a wide variety of sources.

- Excellent IT skills in Microsoft Word, Outlook E-mail, PowerPoint and Excel, including use of electronic diary.
- Formal typing/word processing qualifications RSA Stage II/III or equivalent experience.
- Experience of working in a role with a focus on good record keeping and where an attention to detail was required.
- Able to demonstrate a record of achievement in delivering specific pieces of work on time that met requirements.
- Experience of working with a range of people in different roles and at different levels of seniority.
- Working in a highly pressurised environment where priorities shift constantly.
- Relevant training qualification within business administration
- Exceptional organisational skills.
- Experience of working in a role with a focus on good record keeping and with excellent attention to detail.
- Ability to work to very tight deadlines and manage conflicting demands whilst providing excellent customer service.
- Demonstrate resilience, patience, professionalism and pragmatism.

SKILLS REQUIRED

- Extensive, competent and confident diary and email management.
- Organisation skills to include the management of large and complex meetings, overseeing the Executive and Deputy Director's diaries, anticipating and preparing papers for meetings etc.
- Planning and implementing office systems.
- Able to prioritise own workload, using initiative and judgement in resolving conflicting diary appointments for the Executive and Deputy Directors.
- Exercise judgement when dealing with senior managers or external contacts.
- Exercise judgement in drafting routine correspondence and editing dictated letters to ensure grammar and spelling are correct.
- Ability to respond to last minute changes and to make swift, sound discussions and re-prioritise rigorously.
- Good presentational skills, both verbal and written.
- Ability to provide and receive complex information such as multifactorial project updates.
- Ability to influence, negotiate and motivate staff within the Directorate.
- Ability to communicate complex sensitive information about change to diverse stakeholder groups.
- Ability to plan elements of projects across different hospital sites/teams/services.
- Ability to analyse a range of facts or situations, requiring comparison of a range of options.
- Ability to analyse a range of situation assessments and resolve failures to meet project standards.
- To develop good working relationships with stakeholders and be seen as a credible individual within the organisation.
- Attention to detail and an ability to provide information reporting at a high standard.
- Excellent keyboard/IT skills.
- Ability to work autonomously and act on own initiative, within the remit of the job description and guidance from the Executive Director.
- Advanced administrative and secretarial skills, including preparation of agendas and minute taking at meetings.

Main Duties & Responsibilities Of The Post

These include but are not limited to:

- To provide a comprehensive, confidential Executive PA support and secretarial service to the,

Executive Director(s) and Deputy(s) and wider Directorate inclusive of extensive diary and email management.

- To provide administrative and secretarial support to Business Manager and Senior Executive PA as required.
- To manage and maintain the Executive Walkround schedule and On-Call rota for the Executive team
- Deal with matters for the Executive Director(s) to include preparation of all correspondence and documentation, distribution of incoming post, assessing priority and dealing with matters as appropriate, including initiating and replying to correspondence, efficient systems for storing and retrieving information, distribute items and delegate tasks where appropriate within the time or wider Trust.
- To develop a broad understanding of the key issues inherent in the Executive Director(s) role and create briefing notes and executive summaries to keep him /her informed.
- Set up a document management system for the Directorate, monitor progress and ensure coordination.
- Be responsible for the production and/or coordination of all reports, documents and correspondence as required by the Executive Director(s). Delegate tasks appropriately across the Directorate.
- Act as editor of documents/policies/plans in development receiving comments, tracking changes, providing version control and supplying some sections.
- Liaise and communicate effectively with stakeholders, both internal and external to the Trust and act as the main point of contact for the Executive(s) Director, Deputy (s), and wider Directorate.
- Undertake analysis of data/information sources.
- Be an ambassador for the organisation in respect of service improvement and exhibiting the NBT values.
- Responsible for the delivery of project elements within personal remit, which may require performance delivery analysis and identification of potential risks, to ensure all elements are delivered on time or early, to plan, to cost and to realise benefits as planned. To support any projects though maintenance and co-ordination of the action/risk logs.
- To plan and organise individual and a range of meetings or events as directed (weekly, bi-monthly, monthly, quarterly) with other internal managers and over a 12-month cycle. This includes compiling the agendas and relevant paperwork and circulation of the papers, taking formal minutes, the circulation of minutes, uploading onto the intranet, following up actions and undertaking tasks as delegated by these groups.
- Preparing material, slides and presentations for meetings and conferences, using various software packages including spreadsheets.
- Continually monitor, refine and review office systems and policies seeking opportunities for increasing the efficiency of the department working or areas where savings could be made. Improve processes and working practices to the benefit of all.
- Act as the main point of contact for the Executive(s) Director, Deputy(s) and Directorate including filtering all communications meeting request, administration and day-to-day matters, escalating where appropriate. This may require dealing with sensitive information relating to ongoing service developments.
- To undertake research e.g., benchmarking data, service utilisation etc., on behalf of the Directors and provide written or verbal reports on specific projects as directed.
- Management of all administration systems and day-to-day office management of the Executive Directorate and administrative support.
- To organise workshops, including the booking of venues/rooms, catering, and presentation equipment, liaising with presenters and on the day, event management with the support of directorate administrator
- To appropriately deal with all enquiries in a responsive and professional manner to ensure a positive image at all times.
- To work as part of the administrative team supporting the Chief Executive and Executive Directors and providing cross cover and support, and providing a welcoming, friendly and informative service to all visitors. May also be required to support induction training of other administrative staff across the department.
- Hold administrative budget and be authorised signatory for small petty cash payments to ensure appropriate administrative equipment is available to support project activities for the

Executive Director(s) directorate.

- To organise appraisal/objective setting timetable for Directorate Management and Senior Managers and act as Directorate lead for ensuring appraisal recording throughout the Directorate is completed.
- Monitor and record senior management sickness, annual leave and attendance for the Directorate.
- Responsible for operating and maintaining a central complaints system for the Directorate through the creation of a spreadsheet, communicating with managers and supervisors via e-mail, fax or telephone to ensure investigations are carried out within the time limits set. Monitoring progress of investigations, collating reports and drafting response letters to complainants.
- To buddy-up with other Executive PAs in their absences to provide support to their Executive Directors
- To coordinate the delivery of Executive Director Walk-rounds with the assistance of the Chief Executive Administrator.
- Any other secretarial and PA tasks as required by the Executive Director(s) and Business Manager on an ad hoc basis, including occasional services for other senior staff.

Working Conditions / Effort

- The post holder is a Display Screen Equipment user.
- Light or occasionally moderate physical work such as carrying equipment for workshop presentations, committee meetings etc.
- The workload will be varied and possibly unpredictable so initiative is required to prioritise, resolve problems, and undertake enquiries and obtaining information from other members of staff.
- The post holder must be confident in using Windows based IT systems e.g. Word processing, Outlook, Excel, Adobe, PowerPoint and Project.
- The post-holder will be required to travel between Trust hospital sites and community locations. National visits may be required rarely.
- The post is based in an office environment where minimal physical effort is required except occasionally storage, retrieval and disposal of records. Conditions include quiet for prolonged periods of concentration for complex financial calculations, meetings and talking to staff in both a team and personal environment.
- Emotional effort required for frequent switching of tasks, regular prioritisation and working under pressure. The role also involves a high level of interaction with external parties both by telephone and in person which can often lead to conflict within an environment of negotiation. The working day occasionally requires some flexibility in working hours to meet exceptional meeting timelines.

Improving the patient experience through your work

Patients are the most important people in the health service and are at the centre of what we do. Patients and carers are the 'experts' in how they feel and what it is like to live with or care for someone with a particular illness or condition. The patients' experience of our services should guide the way we deliver services and influence how we engage with patients every day in our work.

All staff should communicate effectively in their day to day practice with patients and should support and enable patients/carers to make choices, changes and influence the way their treatment or care is

provided. All staff, managers and Board members should work to promote effective patient, carer and public involvement in all elements of their work

We have a duty to involve, engage and consult with patients, carers and families about plans for health facilities and the provision of our services. North Bristol NHS Trust wholeheartedly embraces the principles of patient partnership and has made clear its commitment to involve patients in key aspects of its work, which will be further strengthened through becoming a Foundation Trust.

Infection control

Compliance with all infection control policies and procedures will form an integral part of the practice of all staff working in a clinical environment. Each staff member will be responsible for familiarising themselves with the Infection Control Manual in the clinical areas and on the Trust's Intranet site. Staff must keep up to date with new policies and subsequent implementation in practice.

Staff must seek support and advice from Infection Control in all instances where cross infection is likely to have occurred or when managing situations involving patients with infections where guidance provided in the Policies is not applicable.

All staff must contact the Occupational Health Dept if they are suffering from any form of infection which may put patients and other staff at risk.

Commitment to health and safety, no smoking, equal opportunities and harassment and bullying

Health and Safety/Security

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

Commitment to health and safety, no smoking, equal opportunities and harassment and bullying (cont.)

No-Smoking Policy

As an NHS employer, the Trust has a duty to its staff and patients to protect them from the health hazard that smoking represents. Consequently, in line with the public health white paper, *Choosing Health*, the current policy will be that smoking will not be permitted anywhere on Trust property including all buildings, grounds and within leased/owned vehicles of the Trust. This applies to all staff, patients and visitors of the Trust. Failure by staff to comply with this requirement may result in recourse to the disciplinary procedure. Employees also have a responsibility to remind members of the public, visitors and other staff to refrain from smoking on Trust premises and to inform the appropriate manager if they witness repeat non-compliance.

Equal Opportunities

North Bristol NHS Trust has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and the Trust's Equal Opportunities Policy.

All staff hold personal responsibility for the application of this policy on a day-to-day basis and should not undertake any acts of discriminatory practice during the course of their employment. Similarly all staff have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations.

Copies of the Equal Opportunities Policy are available in the Personnel Policies and Procedures file in every department and on the intranet.

Harassment and Bullying

We believe that all people, whether staff, patients or visitors, are entitled to an environment in which the dignity of the individual is respected.

We are also firmly committed to promoting an organisational culture which values diversity and equality of opportunity and to preventing discrimination in all aspects of its employment practices and services. We regard harassment and bullying as totally unacceptable forms of behaviour that will not be tolerated or condoned.

Confidentiality and freedom of information

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be **confidential** and must not be divulged without prior authority other than in accordance with the provisions of the Trust's Policy on raising concerns about Health Care Services as may be amended from time to time. Breaches of confidentiality will result in disciplinary action, and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Trust in any dealing they may have with Trust employees, their representatives, the media, general public or other organisations in which he/she may come into contact.

However, as a public body, the Trust has a requirement to publish particular information. Therefore, in addition to the above confidentiality requirements you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying or concealing of information held by the Trust with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

Safeguarding

North Bristol Trust are committed to safeguarding and promoting the welfare of children, young people and adults and to protecting them from all risks of harm. The organisation expects all staff to work to national and local children and adult safeguarding policies and procedures. The trust expects all staff and volunteers to be dementia aware and to support the care of people with dementia. All staff are expected to share this commitment and meet the competencies relevant to their role.

Job Description Agreement

Completed by... ..

Authorised by..... Date.....

This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Trust's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the postholder prior to the changes being made