

Job Description

Quality Governance and Assurance Directorate

Job Title: Personal Assistant
Band: 4
Accountable To: Head of Corporate Affairs
Reports To: Quality Governance Officer

OUR VALUES

CARE	HONESTY	ACCOUNTABILITY
We are polite and courteous, welcoming and friendly. We smile and we make time to listen to our patients and staff. We consider the impact our actions have on patients and colleagues. We take pride in our appearance and our hospitals and we try to remain positive.	We tell the truth compassionately. We involve patients in decisions about their care and we are honest when things go wrong. We always report errors and raise concerns we have about care. Our decisions and actions are based on facts not stories and opinions.	We are all responsible for our decisions and actions and the impact these have on care. All staff are responsible for maintaining high standards of practice and we take every opportunity to continuously learn. Everyone is encouraged to speak up and contribute their ideas to improve the care we provide.
We do not treat anyone unfairly. We do not let our mood affect the way we treat people. We don't talk negatively about colleagues or other teams. Offensive language, shouting, bullying and spreading rumours are unacceptable.	We do not withhold information from colleagues or patients. We never discourage staff from reporting concerns. We are not careless with confidential information. We do not present myths as facts.	We do not unfairly blame people. We positively embrace change and we don't discourage people from having opinions. Controlling behaviours and silo working should not be exhibited in our Trust.

Job Purpose:

To provide efficient, effective and comprehensive Personal Assistant support to the Chief Operating Officer and Deputies, managing the complex workload involved and supporting on all administrative aspects of their role.

The post holder will have responsibility for specific key work or project/tasks and will be required to act on their own initiative achieve required outcomes within required timescales.

Job Summary:

- Managing and prioritising executive diaries and workload
- Setting tasks and keeping to timescales
- Convening and organising meetings
- Maintaining and updating filing/bring forward systems
- Preparing presentations
- Initiating and responding to correspondence
- Preparing board level reports and administering committees.
- Minute taking is a key function in this demanding role and it is essential for the candidate to have had experience of this at senior management level.
- Candidates will need good typing and IT skills with experience of all Microsoft Office packages and an understanding of corporate governance.
- The ability to prioritise effectively within a very busy fast-paced environment is also essential.

Knowledge and Skills

1. Communication and Relationship skills

- As an integral part of the Trust Chief Officers' PA team, the post holder will have working relationships with members of the Trust Board (Executive and Non-Executive), Consultants, senior Trust Managers and external agencies.
- Provide the first point of contact for the Chief Operating Officer and Deputies receiving all telephone calls and visitors.
- Deal with all enquiries using own initiative, taking appropriate action to ensure that priority is given to key issues, maintaining confidentiality at all times.
- Exchange confidential information taking into account its sensitivity, complexity or contentious nature and use persuasive, empathic and re-assurance skills as required.
- Maintain effective communication with members of the Chief Officers' PA team and the secretarial and administrative support team, sharing and updating information.
- Ensure an empathic approach is taken when dealing with enquiries of a sensitive or contentious nature from patients, visitors, staff and complainants.
- Liaise with other internal departments and outside agencies disseminating information using negotiating and persuasive skills as required.
- Use knowledge and skills to effectively communicate complex and emotive information and ensure that this is understood to a wide range of individuals, including patients, complainants, visitors and staff.
- Be able to demonstrate use of appropriate language and take steps to modify communication barriers where they exist.

2. Knowledge, Training and Experience

- Apply knowledge and experience of the full range of administrative and secretarial procedures to ensure the provision of a comprehensive and effective secretarial and administrative support service to the Chief Operating Officer and Deputies.
- Using own initiative, knowledge and experience of the areas of responsibility to manage and solve problems, following through tasks to ensure a satisfactory resolution, answering and solving queries either on the telephone, by correspondence or face to face.
- Provide a secretarial service, typing documents, arranging meetings, preparing reports, presentations and spreadsheets.
- Ability to use and co-ordinate electronic scheduling equipment for the Chief Officers' diary management.
- Have a sound knowledge of both Trust and Directorate policies and procedures.
- Have a thorough knowledge of a wide range of secretarial and office software programs, for example, Word, Excel, PowerPoint, Access, Email and the Internet.
- Ability to deal with conflicting and changing priorities within existing resources, recognising the ability of others and working as a team to resolve issues.
- Assist Trust Chief Officers at short notice which requires tact, understanding, experience and diplomacy and knowledge of other Chief Officers responsibilities.

- Maintain complete confidentiality with regard to all patient and staff issues having regard to the Data Protection Act and requirements of Information Governance.
- Ability to review working practises within the team and make appropriate adjustments in light of service requirements.
- Undertake mandatory training courses and attend appropriate training and development courses identified in appraisal.

3. Analytical and Judgement skills

- When dealing with members of the Trust Board, Consultants, senior Trust managers, external agencies, staff, patients, relatives, patient representatives or complainants, use own initiative and judgement to ensure situations are dealt with in a tactful, sensitive and diplomatic way.
- To deal with queries, which may be of a complex or sensitive nature, either on the telephone, by correspondence or face to face, assessing the problem and deciding from a range of options the most appropriate initial action as required, and ensure information is available to the Chief Operating Officer and Deputies for further action.
- Use own initiative to direct enquiries to other relevant parties as appropriate.
- To identify, devise and initiate changes to working practices and systems, introducing new policies and procedures to maintain an efficient, flexible administration system.
- Use own initiative when dealing with unexpected incidents.

4. Planning and Organisational skills

- Competent in the management of own workload.
- Regularly plan and organise meetings which are often of a complex or sensitive nature, by liaising with and inviting attendees, setting dates, booking venues, booking catering, collating and circulating documents prior to meetings. Attending meetings to provide administrative support if required. These meetings may require regular adjustment/cancellation or re-organisation.
- Work independently organising conferences and seminars where a detailed planning is required. Liaising with external agencies/bodies ensuring both inside and outside agencies are fully informed of dates/times of meetings, setting up equipment, visual aids, collating and distributing papers. Attending where required ensuring smooth running of the planned event.
- Use own initiative to manage and organise electronic diaries and bring forward system, scheduling and planning meetings and answering and resolving queries.
- Organise and prioritise own workload.
- Undertake project management/administration.

5. Physical skills

- Accurate, quick and highly skilled use of the keyboard and competent with all Microsoft applications.
- Advanced keyboard skills are required for producing reports, spreadsheets and correspondence.
- Use of the workings of normal office machinery, for example, fax, photocopier, shredder, laminator.

6. Responsibility for Patient/Client care

- Direct contact with patients/relatives via telephone or face to face. Providing general non clinical information or guidance in a tactful and discreet manner and on occasion deal diplomatically with difficult people and situations as they arise.

7. Responsibility for Policy/Service Development

- Develop, implement and make alterations as necessary to administrative and secretarial policies and procedures to continually improve service delivery, and ensure that good office practice is maintained.
- Facilitating changes to practice within the reception support team.
- Follow Trust and departmental policies and procedures.

8. Responsibility for Financial and Physical resources

- Generate order for stock and non stock supplies for Chief Operating Officer and Deputies service budget holders.
- Responsible for reporting any faults within the Directorate's office equipment, furniture and buildings and arranging for repairs. Ensure larger items of office machinery are in working order.

9. Responsibility for the Corporate Team

- Provide cover for other colleagues as and when required.

10. Responsibility for Information Resources

- Manage the archiving and retrieval process documents.
- Taking and transcribing of formal minutes of meetings.
- Prepare documents and spreadsheets using word, email, spreadsheets, databases, Excel, outlook, and PowerPoint.
- Process letters, memos, reports, tables and other documents on a regular basis.
- Manage and organise electronic diaries and bring forward system.
- Manage Email lists.

11. Responsibility for Research and Development

- Undertakes surveys or audits, as necessary to own work.

12. Freedom to Act

- Use own initiative and knowledge of the specialised work areas or responsibility for to resolve queries either on the telephone, by correspondence or in person.
- Following through tasks to ensure completion within required deadlines.
- Work independently, using own discretion and initiative to monitor, plan and prioritise day to day and long term tasks, allocating and supervising the workload of the secretarial staff.
- Following administrative/secretarial procedures and policies, use own discretion and independent judgement and experience to prioritise and manage own workload.
- Handle incoming and outgoing correspondence, using own judgement, knowledge and experience to answer queries.

13. Physical Effort

- Required to word process and input at a VDU in one position for a substantial part of every day.
- Moderate physical effort required for lifting and storing office stationery.

14. Mental Effort

- Frequent concentration required when transcribing notes, taking formal minutes, typing and checking documents.
- Frequent changing from one task to another during the working day to respond to interruptions to deal with staff, visitors and telephone calls.

15. Emotional Effort

- Occasional indirect exposure to potentially distressing or emotional circumstance when dealing with patients, visitors, staff or complainants on the telephone or in person.
- Regularly attend meetings with Trust members, patient carers / representatives to take and transcribe formal notes of the meetings.
- Collate and circulate information as appropriate. The subject matter of these meetings can be of a distressing and challenging nature.

16. Working Conditions

- Normal office conditions and may be required to travel across Trust sites or external venues.

17. Health & Safety

- You are responsible for the implementation and adherence to Trust safety policies and procedures for areas within your remit.
- You are required to ensure suitable and sufficient risk assessments are completed for all areas within your remit. The controls identified must be evaluated and implemented where necessary.
- You are required to review all risk assessments periodically and particularly when staffing and/or equipment changes, monitoring the effectiveness of any control measure implemented.
- In addition to the Trust's overall responsibilities under the Health Act Code of Practice for the Prevention of Healthcare Associated Infections 2006 for your safety, you have a personal responsibility to ensure that your work adheres to this Code in the delivery of safe patient care within the organisation. This Code relates to ALL Trust staff and contractors working within the organisation who are employed to ensure this level of care is provided.
- As an employee you will be trained to ensure adherence and compliance to the various Infection Control policies within the Trust.

Person Specification

Job Title: Personal Assistant

Department: Quality Governance

Requirement	Essential	Desirable	How Assessed
Qualifications	<p>NVQ3 or equivalent in Administration/secretarial or other relevant subject or working towards</p> <p>GCSE or equivalent English Language</p> <p>RSA III Word processing or equivalent</p> <p>ECDL basic/working knowledge of Microsoft Office applications</p> <p>RSA III shorthand or ability to take notes at meetings</p>	ECDL Advanced	<ul style="list-style-type: none"> • Application • Interview
Experience	<p>Extensive experience of providing a range of administrative and secretarial support services.</p> <p>Previous experience of taking and transcribing minutes</p>	<p>Experience of providing administrative/secretarial support in an NHS or healthcare setting.</p> <p>Supervisory/ management experience</p>	<ul style="list-style-type: none"> • Application • Interview
Skills, Knowledge and Ability	<p>Ability to deliver high quality PA service to Director level</p> <p>Excellent keyboard skills</p> <p>Excellent shorthand/minute taking skills</p> <p>Proficient in the use of Microsoft Office applications</p> <p>Excellent organisational and prioritisation skills</p>	Willing to work towards further qualifications	<ul style="list-style-type: none"> • Application • Interview

	<p>Self motivated, able to work on own initiative and use discretion to manage administrative staff</p> <p>Ability to communicate clearly and tactfully and handle sensitive situations with diplomacy and persuasion</p> <p>Ability to work under pressure, meet deadlines and handle multiple tasks</p> <p>Ability to manage and solve problems with diaries</p> <p>Effective motivator and communicator</p> <p>Excellent verbal and written communication skills</p>		
Behaviours:	<p>A team player</p> <p>Personable, approachable and diplomatic</p> <p>Project a professional image at all times</p> <p>Ability to handle complex issues and solve problems</p>		<ul style="list-style-type: none"> • Application • Interview
Other Requirements	<p>Ability to work on own unsupervised</p> <p>A need to work flexibly in terms of hours and Trust sites</p> <p>Understanding of patient confidentiality and Data Protection and information Governance principles</p> <p>Ability to deal with distressing and unexpected situations in a calm, mature and effective manner</p>		Interview

Organisational Chart

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