

JOB DESCRIPTION

Job Title:	Executive Support Officer – Governance Team
Band:	4
Directorate:	Governance and Assurance Directorate
Job Group:	Corporate
Location:	Shrewsbury
Hours of Work:	Full Time
Accountable to:	Governance Affairs Manager
Professionally accountable to:	As identified in Job Purpose below
Date:	July 2022

1. Job Purpose

The post holder will be based in the Governance Support Office within Trust Headquarters, and will provide senior level administrative and organisational support to ensure an efficient and effective service is provided for the fast paced, professional and often confidential environment of the operations of the Directorate.

In addition to providing support within the immediate Governance office, the post holder will act as a central point of contact for any ad hoc administrative or procurement support required across the wider functional teams who report to the Director of Governance and Communications.

As the Governance support function is closely aligned with the offices of both the Chair and Chief Executive of the Trust, the post holder will also provide a limited degree of administrative and organisational support to both offices as required.

The role will involve contact on a daily basis with a wide range of stakeholders, both internal and external to the organisation. The post holder will be expected to represent the Directorate and CEO/Chair's offices in a professional manner at all times, displaying discretion and courtesy.

2. Main Duties and Responsibilities

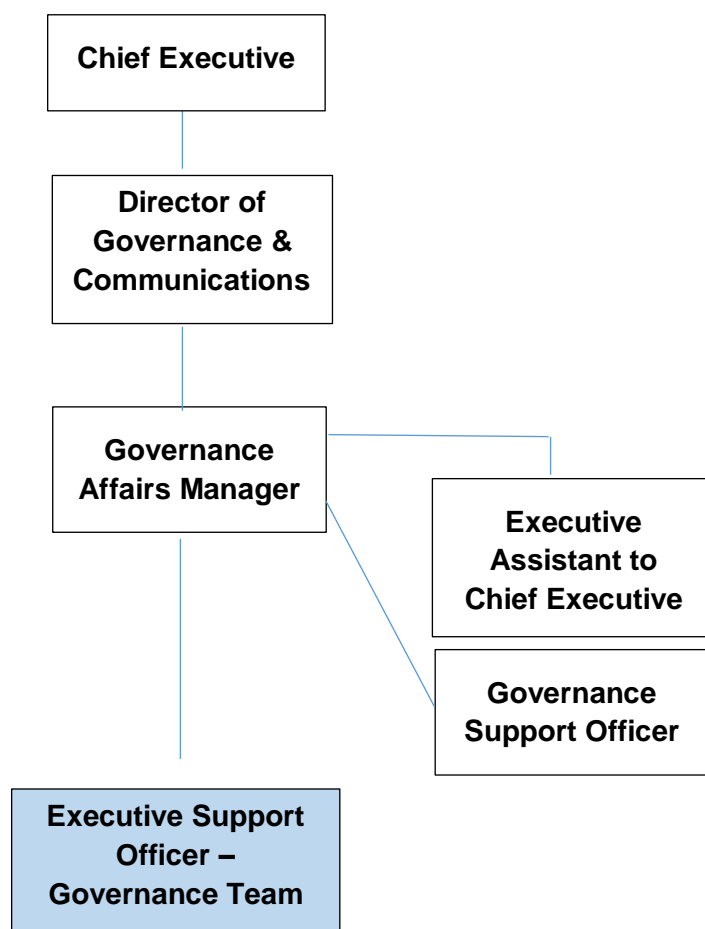
- Daily administration duties including confident use of MS Outlook, Word, PowerPoint, Excel, database and other software packages as required
- Raise and process procurement requisitions via the Oracle system and support with other financial and procurement matters
- Prepare and process for approval, HR, IT, Estates and Facilities documentation as appropriate, and follow up on deliveries/actions as necessary
- Arrange internal and external meetings and events, travel and accommodation, including researching and booking venues and associated administration

- Provide secretarial support for operational level meetings, drafting agendas, minute or note taking as appropriate, undertaking effective scheduling and forward planning, and following up on actions on behalf of colleagues as required
- Provide administrative and logistical support for governance related regulatory visits, and recruitment/interview processes
- Procure/provide catering and refreshments for meetings/visitors as necessary
- Co-ordinate the approval and recording process for Governance and Assurance Directorate annual leave, and maintain the monthly rota which ensures appropriate cover is in place for the Governance/CEO support offices
- Comply with filing, retrieval and archiving protocols for papers, data and associated documentation, to ensure that information is accessible to appropriate colleagues, and stored confidentiality where applicable
- Work collaboratively with the Executive Support Officer based within the team who provide Executive PA support to the Executive Directors within Trust HQ, including cover for periods of absence. To include bookings of the Executive Meeting Room and Trust HQ office availability, the provision of adequate printer supplies at all times and efficient reporting of faults when necessary, ensuring that the stationery requirements of the Governance, CEO and Chair's offices are sufficiently addressed, and that incoming mail for the Governance, CEO and Chair's offices is directed and/or dealt with as appropriate
- Use initiative to prioritise own workload, and display a flexible and adaptable approach, to meet the often fast paced and changing priorities of the Directorate

Other Requirements

- This job description is indicative of the range of responsibilities of the post. It is not intended to be an exhaustive list of duties and the post holder may undertake other duties not specified within the job description but within the general scope of the post.

3. Organisational Chart



Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.

- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.
- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous improvement

The trust is committed to creating a culture that puts continuous improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the trust continues to further develop and embed the Trusts approach to Continuous Improvement at all levels of the organisation. You will be supported by an improvement Hub, Which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

This job description represents a summary of the main responsibilities of the post and is not an exhaustive list of duties to be undertaken. The duties may be redefined following discussion with the Line Manager.

Manager	Post holder
Signature	Signature
Date	Date