

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | HR Divisional Secretary  |
| **Reports to**  | HR Governance Officer  |
| **Band**  | 3 |
| **Department/Directorate**  | People Function |

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| **JOB PURPOSE**  |
| **Join Our Team as a Full-Time HR Divisional Secretary!** Are you a highly organised and detail-oriented individual with a passion for supporting others? We have a unique opportunity for you to join our team as an HR Divisional Secretary, working closely alongside our current postholder. In this role, you will provide top-notch secretarial support to ensure the smooth operation of our HR Services, including: * Associate Director of HR Services
* Associate Director of Wellbeing, Inclusion & Employee Experience
* Head of Employee Experience

Your responsibilities will include organising a range of meetings, producing high-standard minutes, managing the Associate Directors’ mailbox, handling correspondence, and flagging urgent matters—all while maintaining the utmost confidentiality of sensitive information. As the key point of contact for the People Function, you will work proactively and professionally with colleagues at all levels across the Trust and externally. If you thrive in a busy administrative environment where organisation, attention to detail, and customer service are paramount, we want to hear from you! **What We’re Looking For:** * Experience in a busy administrative role
* Strong organisational skills and attention to detail
* Excellent customer service skills
* At least a Level 3 qualification or equivalent experience
* Proficiency in MS Excel, MS Word, and MS Outlook
* Comfort with making and receiving calls, both telephone and online
* HR experience is a plus, but not essential—we value a willingness to learn and will support you in this journey

**Location:** This role is based primarily at our Newcourt House offices, conveniently located near IKEA. We also offer the flexibility of hybrid working, supporting our People Function across both the Eastern and Northern Services. If you’re ready to take the next step in your career and make a meaningful impact within our HR team, we’d love to hear from you. Apply now and be a part of our supportive and dynamic work environment!  |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| 1. To manage the Associate Directors & Department Head diaries to a good standard.
2. To support with the administrative tasks relating to line management of the Associate Directors’ direct reports.
3. To support the Associate Directors & Department Head with managing their inbox, flagging urgent emails and forwarding on to appropriate teams where necessary.
4. To organise and co-ordinate meetings including sourcing of suitable venue, time, equipment.
5. To provide minute/note taking at meetings, ensuring typed notes are circulated to attendees within the timeframes stipulated within Trust policies/standard operating procedures.
6. To maintain stock levels within the department.
7. To support the arrival of international recruited colleagues by purchasing basic supplies, sim cards & supermarket vouchers.
8. To communicate with staff, external organisations and colleagues in a courteous, professional and timely manner at all times
9. To deal with all day to day correspondence within the department – initiating appropriate responses in order to provide, staff and other parties with required information in a friendly and professional manner
10. To contact staff when meetings need to be rescheduled.
11. Further planning and organisational duties include but are not limited to:
	1. meeting regularly with the calendar owner to resolve any conflicting diary commitments;
	2. ensuring travel to and from meetings are scheduled into the diary;
	3. ensuring pre-meeting preparation time is scheduled into the diary;
	4. ensuring rooms are booked well in advance both internal & external. This may involve seeking quotes from external providers & arranging for payment of invoices;
	5. ensuring an agreed level of protected work time to allow the AD/Department Head time to complete tasks;
	6. ensuring an action plan for work to be submitted is planned for and time allocated well in advance of deadlines;
	7. supporting with the advertising & recruitment of vacancies within the Associate Directors’ portfolio in a timely manner;
	8. arranging job interviews for the Associate Directors’ vacancies;
	9. ensuring diary commitments have full and complete detail and any agenda items or other notes that pertain to the diary entry are appended.
12. To support with any additional duties at banding level.
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| **KEY WORKING RELATIONSHIPS**  |
| Areas of responsibility: HR administration & secretarial dutiesNo. of staff reporting to this role: 0 The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis In addition, the post holder will deal with the external organisations and the public. This will include verbal, written and electronic media. Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Associate Director of HR Services
 | * Clinical commissioning groups
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| * Associate Director of Wellbeing, Inclusion & Employee Experience
 | * ICS organisations
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| * Head of Employee Experience
 | * Other external organisations as appropriate
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| * Senior Leadership Teams (Eastern & Northern Services
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| * Administration and secretarial teams across the Trust
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| * All managers
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| * Clinical & non-clinical staff
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| * Internal applicants
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| **ORGANISATIONAL CHART**  |
| Associate Director of HR ServicesAssociate Director of Wellbeing, Inclusion & Employee ExperienceHead of Employee Experience |
| **FREEDOM TO ACT**  |
| 1. The postholder will be guided by clearly defined policies, procedures & SOPs.
2. Work is managed rather than supervised and the postholder will decide when it’s necessary to refer to their manager.
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| 1. The postholder will provide and receive complex or sensitive information when supporting the preparation of reports for senior meetings, or drafting letters & emails on behalf of senior management to external contacts and staff from different departments across the organisation.
2. Tact and persuasive skills may be needed when dealing with information of a sensitive nature, or where cooperation is required with cross team working.
3. The postholder will be required to adhere to the organisations standards of customer care when welcoming visitors and communicating with a range of clients on a range of matters. For example, receiving enquiries via telephone or face to face, taking messages and ensuring that these are passed on to the appropriate person.
4. The postholder will be required to carry out a number of tasks relating to communication, such as:
	1. communicating with staff, external organisations, and colleagues in a courteous, professional, and timely manner at all times;
	2. dealing with all day to day correspondence within the department – initiating appropriate responses in order to provide staff and other parties with required information in a friendly and professional manner;
	3. contacting staff when meetings need to be rescheduled;
	4. making and receiving telephone & MS Teams calls both internal & external to the Trust according to Trust standards;
	5. taking messages and ensuring they are actioned and/or received by the correct recipient;
	6. proactively managing email communication in line with the RD&E’s Email Best Practice guidance;
	7. organising and/or supporting meetings through effective communication.
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| 1. The postholder will use their judgement on facts & situations, some of which require analysis. For example, resolving conflicting diary commitments across a number of busy calendars, resolving queries relating to annual leave and sickness for the Associate Directors’ direct reports, and ensuring complex queries are forwarded on to the appropriate team or flagged for the Associate Director’s attention.
2. The postholder will communicate general issues and those of concern to a senior member of staff and use initiative to escalate or resolve straight forward issues in the absence of the manager.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| 1. The postholder will be required to plan and organise straightforward meetings, events or activities, some of which may be ongoing. For example, organising meetings with internal and external attendees, planning the preparation of meeting documents and reports around the meeting schedules, and rescheduling meeting clashes at short notice.
2. Further planning and organisational duties include but are not limited to:
	1. meeting regularly with the calendar owner to resolve any conflicting diary commitments;
	2. ensuring travel to and from meetings are scheduled into the diary;
	3. ensuring pre-meeting preparation time is scheduled into the diary;
	4. ensuring rooms are booked well in advance both internal & external. This may involve seeking quotes from external providers & arranging for payment of invoices;
	5. ensuring an agreed level of protected work time to allow the AD/Department Head time to complete tasks;
	6. ensuring an action plan for work to be submitted is planned for and time allocated well in advance of deadlines;
	7. supporting with the advertising & recruitment of vacancies within the Associate Directors’ portfolio in a timely manner;
	8. arranging job interviews for the Associate Directors’ vacancies;
	9. ensuring diary commitments have full and complete detail and any agenda items or other notes that pertain to the diary entry are appended.
3. The postholder will be expected to plan their own day to day activities with a certain degree of autonomy, referring complex queries to the line manager.
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| **PATIENT/CLIENT CARE**  |
| Patient contact is incidental. |
| **POLICY/SERVICE DEVELOPMENT**  |
| The postholder will follow policies in their own area with no responsibilities for service development, but may be required to comment on policies, procedures or possible developments.  |
| **FINANCIAL/PHYSICAL RESOURCES**  |
| 1. The postholder will use EROS to maintain stock levels within the department at all times, using pre-approved suppliers.
2. The postholder will be required to order new IT kit (laptops, screens, docking stations etc) for new starters upon request from the budget holder. Upon receipt of goods ordered the postholder will be required to receipt these items in a timely manner.
3. The postholder is not an authorised signatory, however they will be asked to support with the purchasing of basic supplies for incoming internationally recruited colleagues, by using the company credit card held by the budget holder. This will amount to roughly £5,000 per year or more.
4. The postholder may be required to support with arranging the purchase orders & payment for orders placed by the Associate Director relating to various employee experience initiatives, for example Team Royal Devon Week, Christmas hampers, & food larders.
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| **HUMAN RESOURCES**  |
| 1. This role does not have a line management or supervisory element, however the postholder will support the Associate Directors with the administrative tasks relating to line management for their direct reports. For example, the postholder will be expected to log any absences on ESR, ensure appropriate cover during periods of annual leave, approve annual leave with the Associate Director’s authorisation, & arrange meetings such as 1:1s, return to work meetings, and appraisals.
2. The postholder will be expected to provide basic HR advice (which can be found in Trust policies) where appropriate through the management of the Associate Directors’ emails, forwarding on complex queries to the HR Helpdesk or other appropriate teams.

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| **INFORMATION RESOURCES**  |
| 1. The postholder will be responsible for recording meetings & the taking and transcribing of formal minutes. This will be a significant job responsibility and include regular minute taking of meetings across the Integrated Care Board (ICB), Staff Health & Wellbeing Stakeholder meeting, and Silver command meetings in the event of industrial action.
2. The postholder will also support in the preparation of meeting packs, including drafting the agenda, circulating minutes, collating reports submitted by others and circulating to the attendee list.
3. On occasion the postholder will be asked to support the preparation of reports for the Associate Directors to submit for meetings such as People, Workforce Planning & Wellbeing (PWPW) or the Corporate Services Performance Assurance Framework (PAF) meeting. This may include formatting, creating graphs from data provided, and collating information compiled by others.

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| **RESEARCH AND DEVELOPMENT**  |
| The postholder will undertake surveys or audits as necessary to their own area of work, for example by completing staff surveys as needed.  |
| **PHYSICAL SKILLS** |
| Advanced keyboard skills are required for formal minute taking and to support in the preparation of reports. |
| **PHYSICAL EFFORT** |
| 1. There will be a combination of sitting, standing & walking with little requirement for physical effort. While the role has frequent VDU use, the postholder will be able to move from any restrictive position as needed.
2. There may be a requirement for light physical effort for short periods.
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| **MENTAL EFFORT** |
| 1. The postholder will be taking formal minutes, checking documents before circulating and supporting with report preparation, therefore there will be a frequent requirement for concentration where the work pattern is predictable, with few competing demands for attention.
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| **EMOTIONAL EFFORT** |
| 1. There will be occasional indirect exposure to distressing or emotional circumstances through the management of the Associate Directors’ inboxes, including but not limited to:
	1. redeployment of direct reports and/or redundancies of staff across the organisation;
	2. disciplinaries or grievances involving direct reports and/or staff across the Trust where the situation has been escalated to the Associate Directors for support;
	3. difficult family situations or circumstances of direct reports and/or staff across the Trust where the situation has been escalated to the Associate Directors for support.
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| **WORKING CONDITIONS** |
| There will be the occasional exposure to challenging behaviour, with any occasions escalated to the manager.  |
| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute to and work within a safe working environment You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infectionAs an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.You must also take responsibility for your workplace health and wellbeing:* When required, gain support from Occupational Health, Human Resources or other sources.
* Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
* Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you.
* Undertake a Display Screen Equipment assessment (DES) if appropriate to role.
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| **GENERAL**  |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.  |

PERSON SPECIFICATION

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| **Job Title** | HR Divisional Secretary |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**5 GCSE (grades A-C) or equivalent including English and Mathematics or relevant subjects, or proven experience through practice.NVQ 3 Team Leadership or Business Administration or equivalent experienceCIPD Level 3 Foundation Certificate in People Practice or equivalent experience  | XX | X |
| **KNOWLEDGE/SKILLS**Knowledge of HR systems and proceduresAbility to prioritise workload to respond to changing demandsAbility to co-ordinate complex diary managementKnowledge of Microsoft Office (Word, Excel, Outlook)Excellent computer and IT skills to enable the production or reports and spread sheets.Able to deal confidently and tactfully with people at all levels.Analytical skillsAbility to problem solve Excellent planning & organisational skillsExcellent interpersonal & communication skills including demonstrating empathy & sensitivity to patients and relativesNumerateAttention to detailKnowledge of Trust proceduresAble to work independently, with minimum supervision  | XXXXXXXXXXX | XXX |
| **EXPERIENCE** Experience of using Microsoft Office (Word, Excel, Outlook) at an intermediate level.Experience of working in a busy administrative environment.Experience in using databases to input, maintain and report on personal information.Experience in delivering high standards of customer service.Excellent telephone manner, experience of dealing with high volume telephone calls/enquiries.Previous administrative and/or secretarial experienceExperience in using Electronic Staff Record (ESR).Previous NHS experience. | XXXXX | XXX |
| **PERSONAL ATTRIBUTES** Enthusiastic highly motivated & committed to delivering a service Understand team work and the importance of working within a teamAble to plan and organise workloadAble to prioritise own work load and meet deadlinesAbility to work un-supervisedGood interpersonal skillsAdheres to relevant Trust policies & proceduresAdheres to confidentiality & data protection requirements  | XXXXXXXX |  |
| **OTHER REQUIREMENTS** The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required.  | X | X |

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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | Y | X |  |  |  |
| Mental Effort  | Y |  |  |  | X |
| Emotional Effort  | Y |  | X |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  | X |  |  |