

**JOB DESCRIPTION**

1. **JOB DETAILS**

**Job Title: Divisional PA & Project Support**

**Band: 4**

**Responsible To: Administration Service Manager**

**Accountable To**: **Divisional Business Manager**

**Department/Directorate**: **Specialist Services Division**

**2. JOB PURPOSE**

To provide high quality personal assistance to the Divisional Management Team including responsible administrative support in their absence, using own initiative and working without supervision. To support members of the Senior Management Team and to maintain smooth running of the Divisional Office. To develop a number of projects within the Division to include a range of staff engagement initiatives, patient engagement events, some admin work to support Divisional Governance, development of newsletters/social media engagement mechanisms and service profiles. To use knowledge and expertise to facilitate service improvement to identify opportunities for redesign and sustainable improvement. To maintain smooth running of the Divisional Administration office and line manage the Divisional Secretary team with the support of the Administration Service Manager.

1. **KEY WORKING RELATIONSHIPS**

* Clinical & Operational Management Teams
* Trust Executive member
* Non-Executive Directors
* Board of Governors
* Clinical staff
* External NHS organisations
* External organisations/providers
* Administrative and Clerical staff within area of responsibility
* Other secretarial support teams

**4. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES**

* To contribute to the NHS service improvement by implementing and supporting new projects and developments such as service redesign work, proposing changes to working practices and procedures.
* To manage Managers’ and team diaries, to include complex planning and organisation, ensuring all absences/meetings are accurately recorded.
* To organise and co-ordinate meetings including sourcing of suitable venue, time and equipment.
* To provide minute/note taking at meetings, ensuring typed notes are circulated to attendees within the timeframes stipulated within Trust policies/standard operating procedures.
* To ensure records and filing systems are maintained in line with Trust policies
* To ensure effective bring forward systems, ensuring necessary range of papers are available to management team.
* To ensure photocopying and distribution of papers are completed and issued as required.
* To ensure stationery levels are maintained at all times.
* To set up and maintain accurate and effective filing systems both paper based and electronic filing systems.
* To assist other members of the admin team in the achievement of a quality service.
* To carry out routine analysis of information as directed by manager, carrying out research to support analysis of information.
* Engendering a learning organisation; sharing expertise across the trust and ensuring team members complete required and essential (mandatory) learning as required.
* To develop infographics to develop communication with staff re recruitment, learning and development, and wider career opportunities.
* To ensure Trust database (ESR) is kept up to date and accurate for all leave and training.
* To ensure all requests or requirements are actioned appropriately in the manager’s absence.
* Ensuring that all documentation is produced to an excellent standard.
* To ensure adequate cover is in place during periods of leave.
* To communicate with staff, external organisations and colleagues in a courteous, professional and timely manner at all times.
* 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.
* To receive telephone calls and accept messages on behalf of members of the management team and take appropriate action where necessary.
* To manage email communication in a timely way and in line with the RD&E’s Email Best Practice guidance.
* To organise meetings as required, including agreeing with other attendees and renegotiating any changes.
* To participate in team and directorate meetings as required.
* To help lead on the development of the Divisional newsletter/social media communication.
* To act as the main point of contact for the development of learning from excellence and use of Greatix for high-profiling and rewarding staff and team achievements.

**Human Resources**

* To support the management of annual leave, mandatory training and PDR compliance across the Division.
* To conduct PDR’s for team members overseen by the post
* To undertake return to work interviews and absence management monitoring
* To help with the checking of annual leave requests on the IT system for Junior Doctors and other clinical staff reporting in to the Divisional office.

**Governance**

* To undertake training as required to maintain competency/comply with Trust policies.
* To work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal.
* To comply with HR policies particularly in relation to mandatory (essential) training and to assist all members of the team in completing this training in a timely manner.

**Resource Management**

* To monitor use of supplies and ensure this is done efficiently and cost effectively in line with the needs of the service.
* To maintain stock control, re-ordering supplies where necessary.

**Additional Responsibilities**

* In addition the post holder will be expected to carry out any other duties as required.
* The post holder will be required to mentor and support assistant secretaries and other team members as required.

**Charter for Management and Secretarial Support**

To ensure effective and efficient diary management, and to enable management time to prepare and attend meetings.

* Manager and Secretary to resolve any queries or issues with regard to diary accuracy and to regularly review and agree diary management.
* Manager and Secretary to agree the parameters with regard to diary management (within the remit of this charter).
* To ensure travel to and from meetings is scheduled into diary.
* To ensure appropriate pre meeting preparation time is scheduled into diary.
* To ensure an agreed level of protected time to allow manager to complete tasks.
* To ensure regular tasks are appropriately scheduled and protected in diary i.e. board paper writing.
* To agree any protected time requirements and do not disturb requirements to ensure urgent/important work can be completed.
* To maintain an accurate up to date diary. The diary system of the Trust is the electronic outlook system. Paper diary systems are not used.
* To ensure action plan for work schedule for the coming week is agreed in advance.
* Meetings to be scheduled between 09.00 hours and 17.00 hours Monday to Friday wherever possible.
* Wherever possible to ensure no back to back meetings.
* Ensure diary commitments have full and complete detail and any agenda items or other notes that pertain to the diary entry are appended.
* Any private commitments clearly timed within the diary – personal detail of the commitment can be “locked” by the manager.
* To ensure the diary is fully up to date with any annual leave, study leave, working off-site, or any other unavailability. To schedule protected time to catch up after any prolonged absence i.e. annual leave.
* To agree an appropriate method for management of emails; to include urgent/important emails are highlighted to manager and removal of any unsolicited/junk emails. In order to reduce paper no emails will be printed. However an electronic bring forward, filing and must read system can be implemented and maintained. Whilst some judgement can be exercised by the secretary in terms of assessing importance or urgency of emails, responsibility lies with the manager to ensure emails are processed accurately.

**Other Responsibilities:**

To take part in regular performance appraisal

To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

To contribute to and work within a safe working environment

The post holder is 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 infection

As 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.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

**THE TRUST – Vision and Values**

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Compassion

Integrity

Inclusion

Empowerment

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

### 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.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.



**PERSON SPECIFICATION**

**POST: Division Secretary Team Leader**

**BAND: 4**

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| **REQUIREMENTS** | **At Recruitment** | **2nd Gateway** |
| **QUALIFICATIONS/SPECIAL TRAINING:** |  |  |
| Educated to ‘A’ level standard or equivalent  Minimum GCSE (or equivalent) grade A-C in English and Mathematics  RSA Stage III Typing or equivalent  ECDL,CLAIT or equivalent  Audio Typing qualification or equivalent  NVQ Level 3 in Business Administration or equivalent | **E**  **E**  **E**  **E**  **D**  **E** | **E**  **E**  **E**  **E**  **E**  **E** |
| **KNOWLEDGE/SKILLS:** |  |  |
| Accurate Audio Typing  Ability to liaise and communicate with staff at all levels  Excellent interpersonal and communication skills  Ability to promote good working liaisons between staff.  Proven ability to motivate staff and encourage teamwork  Excellent planning and organisational skills  Ability to prioritise workload to respond to changing demand  Understanding of hospital IT systems  Comprehensive PC skills including databases, word-processing and email, including Microsoft Excel  Excellent telephone manner  Ability to co-ordinate complex diary management  Experience of minute taking | **D**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |
| **EXPERIENCE:** |  |  |
| Extensive proven experience in a secretarial/administrative post  Previous experience of carrying out project work & Leadership | **E**  **D** | **E**  **E** |
| **PERSONAL REQUIREMENTS:** |  |  |
| Enthusiastic highly motivated and committed to developing a service  A flexible approach to work  Remain calm and professional in a busy environment  Able to prioritise own and team members work load and meet deadlines  Able to work independently and with minimum supervision  Adheres to confidentiality and data protection requirements | **E**  **E**  **E**  **E**  **E**  **E** | **E**  **E**  **E**  **E**  **E**  **E** |

**\* E**ssential/**D**esirable

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| **HAZARDS:** | | | | | |
| Laboratory Specimens Proteinacious Dusts |  | Clinical contact with patients |  | Performing Exposure Prone Invasive Procedures |  |
| Blood / Body Fluids |  | Dusty environment |  | VDU Use | x |
| Radiation |  | Challenging Behaviour | x | Manual Handling | x |
| Solvents |  | Driving |  | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in isolation |  |