

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | PA/Business support to the Pathology Service Manager & Clinical Director |
| **Reports to** | Pathology Service Manager / Pathology Cluster Support Manager |
| **Band** | Band 5 AfC |
| **Department/Directorate** | Pathology / Clinical Support and Specialist Services |

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| **JOB PURPOSE** |
| To assist with providing a comprehensive business support and personal assistant function for the Pathology Department. This will ensure the efficient and effective operation of pathology to ensure it meets the needs of the clinical services it supports and functions effectively as part of the Clinical Support and Specialist Services Division (North) and Specialist Services (East). This will include acting on behalf of Senior Pathology Managers in their absence by making rapid and accurate assessments of urgent and/or sensitive situations that can be addressed by appropriate colleagues within the department or Trust in order to meet deadlines, to provide solutions and to avoid disruption.  The post holder will manage a number of initiatives on behalf of the Pathology Service Manager and Clinical Director.  The post holder will work alongside and support the Pathology Cluster Support Manager.  The post holder will have responsibility for ensuring effective, high-level personal assistant services for the Pathology Service Manager and Clinical Director to optimise pathology services acting as the point of call for co-ordination of objectives. The post holder will have responsibility for high customer service, liaising with staff of all levels throughout pathology, the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media.  The post holder will be responsible for their own workload which will involve robust planning and management. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The Pathology PA/Business Support will be based in the pathology department at North Devon District Hospital and will provide business and administration support to pathology services. There is a requirement to work at Royal Devon & Exeter Hospital (Wonford) on occasions to meet the needs of the service  The post holder will provide administration and business support to the Pathology Service Manager and Clinical Director. The post holder will support the cluster support manager as required.  The role will include co-ordinating governance meetings, strategic and operational meetings, pathology network meetings, maintaining information systems, the co-ordination of recruitment, management of e-roster, co-ordinating all administration for different aspects of personnel work including completing sickness reviews, as directed, up to a stage 1 and ensuring smooth implementation for new starters.  The post holder will fulfil and support all administration tasks and work as part of a team. To meet the needs of the service, the post holder may be required to support other administrative work across the Clinical Support and Specialist Services & Specialist Services Division and the wider Trust as directed by the Pathology Service Manager, Clinical Director and Pathology Cluster Support Manager.   * To create and maintain good communications and working relationships with all colleagues. * To organise and plan the workload, diary and commitments of the Pathology Service Manager and Clinical Director including the scheduling of formal and complex meetings, ensuring that the flow of work is prioritised in order for the Pathology Service Manager and Clinical Director to deliver targets and objectives. * Support the Pathology Cluster Support Manager with planning, co-ordinating and delivering tasks essential to the provision of a high-quality pathology service. * To manage specific standalone processes autonomously taking full responsibility for planning, co-ordinating and delivering the process to meet the essential business requirements of the department. * Co-ordination of governance meetings, departmental, strategic and operational meetings, Pathology Network meeting including preparing Terms of Reference, minute taking, transcribing and distribution. * To have responsibility for non-pay budget ordering with delegated authority in the absence of the Pathology Service Manager/Clinical Director to authorise expenditure up to £20,000 through the Trust’s electronic ordering system for approved products. * Develop and maintain an organised office environment, effective filing systems both paper and electronic and other office systems to ensure records are kept up-to-date and readily assessable. * To have a broad and up to date range of knowledge of pathology specialist terminology, projects, operational matters, so that queries can be dealt with effectively in the absence of or on behalf of other team members. * Managed defined pathology projects independently or elements of a project on behalf of senior pathology staff. * Distribute information to relevant parties as appropriate, electronically or otherwise. * Provide statistical analysis using the reporting systems and develop reporting tools e.g. E-Roster. * Monitor and report any difficulties or ineffectiveness of electronic equipment and liaise with IT. * Ensure sufficient and not excessive stationary stocks are maintained and order when required. Make the relevant parties aware of depleted stocks. * Liaise professionally with external authorities either directly or on behalf of Pathology Service Manager/Clinical Director. * Management of Health Roster which will include: check rosters reflect all additional work/hours and liaising with senior team members for monthly finalisation. Approve annual leave and study leave requests in line with Trust policy. Ensure new starters are incorporated into the rosters. |
| **KEY WORKING RELATIONSHIPS** |
| Work as part of a team under the direction of the Pathology Service Manager and Clinical Director.   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 wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Pathology subspecialty Managers/seniors * Pathology Cluster Support Manager * Divisional Directors * Governance Coordinators * Clinical, technical and admin colleagues within pathology * Pathology IT and Epic Beaker teams * Clinical and technical colleagues outside of pathology | * Pathology Network * NHSE Regional & National Pathology teams * Locum Agencies * NHS Professionals * Managed Service Contract Supplier * Digital system suppliers * Pathology Suppliers * Colleagues in other NHS and Social Care organisations | | * Finance Department * HR Department * Recruitment Team * Procurement * Medical Staffing * Workforce Development |  | |  |  | |  |  | |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| High level of independence and autonomy required to deliver specific area of work.  Works automatously within Trust policies and procedures using own initiative, seeks advice as necessary from senior pathology managers. Work is managed rather than supervised.  The post holder will manage, prioritise and make decisions in regard to the responsibilities described within this job description. This will include dealing with complex issues which will require decisions to meet the requirements of the pathology service and the services it supports.  The post holder will manage and prioritise incoming and outgoing communications, initiating responses on behalf of the Pathology Service Manager and Clinical Director where appropriate demonstrating, at all times, a high level of discretion and confidentiality while ensuring responses to deadlines are met.  In the absence of the Pathology Service Manager and Clinical Director the post holder will also be required to make rapid and accurate assessments of urgent/delicate situations that can be addressed by appropriate colleagues within pathology or the Trust in order to meet deadlines, provide solutions and minimise disruptions. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The post holder will be required to maintain and build upon internal/external relationships, to communicate effectively with key stakeholders. This includes taking responsibility for handling complex, sensitive queries and information, in a tactful, diplomatic and empathic manner and adhering to the organisations standards of customer care.    The post holder will co-ordinate and manage the administration function of complex departmental meetings.  Communicate pathology sensitive and complex information with staff at all levels within pathology and the Trust as required. This will include providing and receiving complex information and will involve the use of negotiating, persuasive and motivational skills.  The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| The post holder will manage, prioritise and make decisions in regard to the responsibilities described within this job description. This will include dealing with complex issues which will require decisions to meet the requirements of the pathology service and the services it supports.  The post holder will manage and prioritise incoming and outgoing communications, initiating responses on behalf of the Pathology Service Manager, Clinical Director and Pathology Cluster Support Manager where appropriate demonstrating, at all times, a high level of discretion and confidentiality while ensuring responses to deadlines are met.  In the absence of the Pathology Service Manager or Pathology Cluster Support Manager, the post holder will also be required to make rapid and accurate assessments of urgent/delicate situations that can be addressed by appropriate colleagues within pathology or the Trust in order to meet deadlines, provide solutions and minimise disruptions. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| The post holder will be expected to plan and organise a number of programmes of work within the pathology service which may impact across the Trust. Including some complex pathology related activities which require careful organisation and adjustment of plans to ensure success and to meet the needs of the service.  To organise and plan the workload, diary and commitments of the Pathology Service Manager and Clinical Director including the scheduling of formal and complex meetings, ensuring that the flow of work is prioritised in order for the Pathology Service Manager and Clinical Director to deliver targets and objectives. The post holder must be able to manage rapidly changing priorities and multi task, delegating work where appropriate.  To manage travel and accommodation arrangements for the pathology department, assessing and making accurate judgements of the time commitments involved and to exercise time management skills, in order to minimise disruption. |
| **PATIENT/CLIENT CARE** |
| The post holder is required to put the patient, as the first priority, at the centre of all activities. Supports others who provide direct care to patients.  Provides non-clinical advice to patients, clients. |
| **POLICY/SERVICE DEVELOPMENT** |
| Implement policies for own work area and contributes to policy and service development through supporting the Pathology Service Manager & Clinical Director.  Identify process improvements and develop projects and assignments to respond to organisational and/or policy changes and initiatives more effectively. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| Responsible for ensuring that all staff have the necessary admin equipment and resources required to undertake their duties.  Responsible for non-pay budget ordering and maintaining equipment such as laptops, printers for the department and effectively reporting any problems that may arise.  Responsible for approving expenditure within delegated limit with authority, in the absence of the Pathology Service Manager, to authorise expenditure up to £20,000 through the Trust’s electronic ordering system for approved products.  The post holder will be an authorised signatory for timesheets, meeting expenses. |
| **HUMAN RESOURCES** |
| Support new employee integration into the department.  Undertaking nominated staff appraisals and managing completion of mandatory training and appraisals within the department.  Maintaining accurate personnel files ensuring confidentiality.  Provide specialist training to the team as required to ensure workforce development and succession planning opportunities are maximised. |
| **INFORMATION RESOURCES** |
| Responsible for sourcing and gathering information to produce reports, briefings and papers for meetings and key pathology staff; taking formal minutes and distributing as appropriate, ensuring that any actions are followed.  Ensure that a high quality and timely word processing service is provided (utilising all Microsoft Office packages) when producing correspondence, reports, emails, presentations, project plans and spreadsheets.  Maintain effective office systems ensuring that files and records are stored and retrieved appropriately in accordance with Trust procedures. |
| **RESEARCH AND DEVELOPMENT** |
| Comply with Trust’s requirements and undertake audits as necessary to own work to meet the requirements of a high pathology quality service. |
| **PHYSICAL EFFORT** |
| Office based post with a frequent requirement to sit in a restricted position at display screen equipment. Lifting files and confidential waste sacks occasionally. |
| **MENTAL EFFORT** |
| Unpredictable work pattern with frequent interruptions and continuously changing work priorities requiring a high degree of flexibility. Typing and producing complex documents and reports.  To respond to new demands identified in the role and to build those responses into sustainable systems and activities going forward, using own judgement and logics to resolve issues and making recommendations to improve working policies and practices, ensuring they are implemented. |
| **EMOTIONAL EFFORT** |
| Occasional distressing or emotional circumstances – staff performance issues, dissatisfied service users, dealing with complaints. |
| **WORKING CONDITIONS** |
| Uses display screen equipment for substantial proportion of the day.  Works in an environment where frequently exposed to diagnostic specimens.  Requirement to spend time in a laboratory environment and on occasion the mortuary as necessary to fulfil tasks.  To perform tasks that require frequent periods of prolonged and intense concentration, involving the use of computers, accurately recording discussion, planning and preparing documents. |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  Contribute 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 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.  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. |
| **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** | PA/Business support to the Pathology Service Manager & Clinical Director |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Significant specialist knowledge and experience of administrative/secretarial procedures and processes – acquired through training to degree level or equivalent experience | E |  |
| **KNOWLEDGE/SKILLS**  Expertise and knowledge gained through practical experience and training within pathology  Project manage experience  Formal minute taking experience with complex agendas  Significant experience of MS office applications (including Word, Outlook, Excel and Powerpoint)  Experience of managing a team of people  Excellent communication skills both written and verbal with a wide range of people  Excellent organisational skills – ability to work collaboratively, methodically and flexibly to ensure exacting deadlines are achieved in a busy environment whilst high standards are maintained  Work with a high degree of accuracy and be able to demonstrate attention to detail  Persuasive, tactful, diplomatic, empathic  Advanced keyboard skills – RSA 3 or equivalent | D  E  E  E  D  E  E  E  E  E |  |
| **EXPERIENCE**  Proven Secretarial/PA experience within customer care environment  Excellent administration skills  Previous NHS/Social Services experience  Working with staff at all levels across a multidisciplinary team  Excellent, proven verbal and written skills  Ability to work on own initiative and manage own workload | E  E  D  E  E  E |  |
| **PERSONAL ATTRIBUTES**  Approachable, responsive, resourceful, enthusiastic and flexible approach  Self-motivated and proactive | E  E |  |
| **OTHER REQUIREMENTS**  Willingness to undertake a wide variety of duties  Ability to travel to other sites for training, meetings etc  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust | E  E  E |  |

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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 | Y |  | X |  |  |
| Contact with patients | Y/N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y | X |  |  |  |
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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 | Y | X |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | N |  |  |  |  |
| Mental Effort | Y |  |  |  | X |
| Emotional Effort | Y |  | X |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y | X |  |  |  |