***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **Job Details** | |  |
| **Job Title** | Non-Medical Secretary | |
| **Reports to** | Administrative Line Manager/Department Line Manager | |
| **Band** | 3 | |
| **Department/Directorate** | Finance | |

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| **JOB PURPOSE** | |
| The Trust is committed to recruiting and supporting a diverse workforce and so we 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. The Trust expects all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.   * To provide a good quality professional secretarial service to senior managers * To provide support/cover to other secretaries within the team * Specifically, this post will work with colleagues and team leaders to ensure that they provide a professional, efficient, accurate and timely service * Ensure the professional image of the Trust is maintained at all times | |
| **KEY WORKING RELATIONSHIPS** |  |
| **3. KEY WORKING RELATIONS (Examples below are not exhaustive)**   * Director of Operational Finance * Associate Director of Finance * Senior Management Teams * Trust Executive members * Non-Executive Directors * Board of Governors * Administration and secretarial teams across the Trust * External NHS organisations * External organisations/providers | |
| **ORGANISATIONAL CHART** | |
| **Head of Contracting and Income**  **Non-Medical Secretary Team Leader**  **Finance Secretary (post holder)**  **Finance Admin/Receptionist** | |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | |
| **Administrative functions**   * To assist in managing Senior Managers and team diaries * To organise and co-ordinate meetings including sourcing of suitable venue, time, equipment or virtually via Microsoft Teams * 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 create excel spreadsheets using information pulled in from various sources * To ensure that all documentation is produced to an excellent standard. This may include audio typing and personal dictation. * To maintain records and filing systems in line with Trust policies. * To operate an effective bring forward system, ensuring necessary range of papers are available to management team. * To undertake photocopying and distribution of papers as required. * To set up and maintain accurate and effective filing systems both paper based and electronic filing systems * To cover reception/location duties as required | |
| **COMMUNICATION/RELATIONSHIP SKILLS** | |
| **Communication**   * 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 contact staff when meetings need to be rescheduled * Make and receive telephone calls both external and internal according to Trust standards * Take messages, ensuring they are actioned and/or received by the correct recipient * Communicate effectively including discussion and written communication * Proactively manage email communication in line with the RD&E’s Email Best Practice guidance * Provide excellent customer care, in a calm and professional manner – some situations may be challenging * Organise and/or support meetings through effective communication * To ensure sensitivity and confidentiality at all times | |
| **GOVERNANCE** | |
| * Undertake training as required to maintain competency/comply with trust policies * Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal * Adhere to the Trust Access Policy, Key Performance Indicators, government targets and standard operational policies and procedures | |
| **APPLICABLE TO MANAGERS ONLY** | |
| Evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need.  Proportion of line managers whose job descriptions include supporting employee health and wellbeing. | |
| **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:  Honesty, Openness & Integrity  Fairness,  Inclusion & Collaboration  Respect & Dignity  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. | |

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| **POST**  P  E  R  S  O  N  S  P  E  C  I  F  I  C  A  T  I  O  N | Non-Medical Secretary |
| **BAND** | 3 |

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| **Requirements** | **Essential** | **Desirable at:** |
| **QUALIFICATIONS / TRAINING:**  Minimum of 3 qualifications, to include GCSE grade A-C/4-9 or equivalent in Maths and English  RSA III Typing or equivalent  Audio Typing qualification or equivalent experience  NVQ Level 3 in Business Admin or equiv.  Clinical Document Management (CDM)  ECDL, CLAIT or equivalent | **E**  **E**  **E**  **E** | **D**  **D**  **D** |
| **KNOWLEDGE / SKILLS:**  Excellent planning & organisational skills  Ability to prioritise workload to respond to changing demand  Ability to co-ordinate complex diary management  Ability to liaise and communicate with staff at all levels  Motivation and negotiation skills  Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relatives  Ability to promote good working liaisons (staff, patients, relatives)  Extracting information / Listening Skills  Ability to handle complex enquiries - distressed & anxious patients  Ability to deal with challenging behaviour  Ability to provide excellent customer care  Knowledge of IT databases and computer systems  Comprehensive PC skills - databases, word-processing, email, Excel  Understanding of hospital IT systems  Knowledge of PAS or equivalent information system  Analytical skills & ability to problem solve  Proven strong administration skills  Accurate data entry  Excellent telephone manner  Accurate typing skills  Knowledge of Trust procedures  Able to work independently, with minimum supervision | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | **D**  **D** |
| **EXPERIENCE**  Previous secretarial or administrative experience  Previous experience of taking minutes for meetings  Ability to manage unpredicted workload which requires frequent and prolonged periods of concentration | **E**  **E** | **D** |
| **PERSONAL ATTRIBUTES**  Enthusiastic highly motivated & committed to delivering a service  Understand team work and work within a team  Able to plan and organise workload  Able to prioritise own work load and meet deadlines  Ability to work un-supervised  Can remain calm and professional in a busy environment  Empathetic, but able to understand professional boundaries  Smart appearance  Welcoming friendly and approachable manner  An adaptable approach to work  Flexible approach to working hours  Commitment to continual development to inc. relevant new systems, policies and procedures  Adheres to relevant Trust policies & procedures  Adheres to confidentiality & data protection requirements | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | **D** |

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| **Hazards within the role, used by Occupational Health for risk assessment** | | | | | |
| Laboratory specimens |  | Clinical contact with patients |  | Dealing with violence & aggression of patients/relatives |  |
| Blood / Body Fluids |  | Dusty environment |  | VDU Use | 🗸 |
| Radiation / Lasers |  | Challenging behaviour | 🗸 | Manual Handling | 🗸 |
| Solvents |  | Driving |  | Noise / Vibration |  |
| Respiratory sensitisers |  | Food Handling |  | Working in isolation |  |
| Cytotoxic drugs |  | Electrical work |  | Night working |  |