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| **JOB DESCRIPTION** |  |
| **Job Title:** | **Personal Assistant**  |
| **Band:** | **4** |
| **Responsible To:** | **Deputy Director of nursing** |
| **Accountable To:** | **Deputy Director of nursing** |
| **Section/Department/Directorate:** | **Corporate Nursing**  |

**Job Purpose:**

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| The post holder works on their own initiative and independently to provide a high standard of secretarial and administrative support to the Deputy Director of Nursing, Associate Director of Nursing for Safety and Quality and the interim Strategic Workforce Lead for nursing, midwifery and AHP’s.This post supports on a daily basis in non-clinical secretarial administrative support, including;* Management of complex diaries
* Delegated management of emails
* Ensuring effective communication between the departments and teams
* Ensuring effective communication between corporate management teams and administration staff
* Arranging and coordinating meetings, including organisation of agendas and associated papers
* Administration of meetings, including typing of minutes and notes of meetings
* Copying of letters and reports
* Producing routine reports and newsletters
* General office duties and implementation / maintenance of filing systems
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| **Context:** |
| The post holder will provide support to the Deputy Director of Nursing, Associate Director of Nursing for Safety and Quality and the interim Strategic Workforce Lead for nursing, midwifery and AHP’s working both autonomously and as part of the wider division. The post holder would be based at the North Devon District Hospital, but will be required to travel to additional sites on occasion.

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| **Key Working Relationships:**The post holder is required to communicate effectively and professionally with staff of all levels throughout the Trust, the wider healthcare community, external organisations, professional agencies and the public. This will include verbal, written and electronic media. These individuals include; * Executive Directors
* Non-Executive Directors
* Heads of Department and Service Leads
* Divisional Directors
* Associate Directors of Nursing
* Clinical Matrons
* Quality Improvement Team
* Administrative staff in other hospital departments and corporate management teams
* External recruitment company staff
* External stakeholders, such as CCG and other NHS Trusts
* All levels of staff, both clinical and non-clinical
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| **Organisational Chart:** |
| Interim Strategic Workforce Lead for nursing, midwifery and AHPs’s Director of NursingPersonal Assistant Deputy Director of Nursing (Northern Services) Associate Director of Nursing for Safety and Quality  |
| **Key Result Areas/Principal Duties and Responsibilities:** |
| **Communication and Relationship Skills**The post holder is required to assimilate, manage and communicate a wide range of information, some of which will be sensitive and complex and may involve matters relating to individual staff or patients.The post holder will liaise with all levels of staff within the Trust and external professional agencies, ensuring the maintenance of professional and effective communication. Communication and influencing skills should be used at all levels to support effective working and aid change within the Trust.To act as the first point of contact in person and over the telephone for callers to provide a responsive, prompt and highly professional telephone service, dealing effectively with all enquiries, recording and communicating messages as required. This may require tact and persuasive skills where callers may be under pressure, distressed or angry. Provide advice, guidance or refer callers in the absence of the Deputy Director of Nursing, Associate Director of Nursing for Safety and Quality & Interim Strategic Workforce Lead for nursing, midwifery and AHPs’s.Act professionally and deal with sensitive information where persuasive, empathetic or re-assurance skills are required when liaising with staff and external agencies where there may be barriers to understanding or the individual may be undergoing HR investigations or discussing details relating to sickness and pay which may cause stress to the individual.To manage and monitor incoming and outgoing correspondence (including letters and, where appropriate, emails). Deal with any incoming emails in the absence of the senior team, refer any urgent requests or enquiries to an alternative appropriate person for assurance and action.**Analytical and Judgement Skills**Make judgements on facts, some of which require analysis, such as resolving conflicting appointments. Be able to handle general issues and use own initiative to escalate complex matters to a senior member of staff. The post holder will have the ability to use their initiative and take appropriate action in the absence of team or manager.To manage and maintain complex diaries, organising meetings and appointments on a frequent basis. This includes the need to adjust and re-allocate tasks or meetings at very short notice, on a daily basis, due to changing Trust priorities and to meet organisational requirements.**Planning and Organisational Skills**The ability to work using own initiative and manage time effectively to meet deadlines. Organise own day to day activities and tasks and possess effective diary management skills, in order to manage and align multiple complex diaries and meetings. This includes being the lead administration support for the preparation of meetings including circulating agendas and associated papers, obtaining papers from other staff and teams, collating and ensuring timely distributionTo manage travel and accommodation arrangements assessing and making accurate judgments of the time commitments involved and to exercise time management skills.Maintain databases as required and to balance continuing and intense work against an unpredictable pattern of daily operational demands and managing a range of non-routine activities sometimes at short notice. Monitor frequency of appraisals, book annual appraisals and organise and collate the relevant papers.To provide a comprehensive range of office administrative duties, including the management and maintenance of annual leave, sickness and absence records, processing of requisitions and invoices and the updating and maintenance of filing systems as required.Arrange one to one meetings with staff.**Physical Skills** Advanced keyboard skills are required to produce letters, minutes, reports, presentations and project plans. **Responsibility for Patient and Client Care** The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will have occasional contact with patients and clients either by telephone or face-to-face.**Responsibility for Policy and Service Development**To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided to patients by attending and participating in meetings as necessary.**Responsibility for Financial and Physical Resources**To monitor stock levels of stationery, place orders of stationary and equipment, receive deliveries and report maintenance faults on administrative equipment. To ensure the efficient and effective use of all resources used within the course of one’s own duties, maintaining an awareness of the financial impact of inappropriate use. **Responsibility for Human Resources**Maintain and update own training relevant to post.Provide training for new staff and interns and take an active part in the development review of own work, suggesting areas for learning and development in the coming year.Complete authority to recruit, recruitment documentation and change of circumstance forms to ensure that all vacancies are advertised in a timely manner and Payroll are kept informed of any changes. **Responsibility for Information Resources** To be responsible for transcribing, inputting, storing and providing information, including having responsibility for data entry and minute taking. The post holder will maintain both electronic and paper files in line with Trust policy. To provide, on a timely basis, a typing and administration service in respect of all reports, letters, action plans, minutes and notes of meetings, and any associated correspondence, spreadsheets and databases. Information contained within these may occasionally be of a distressing or highly sensitive nature.To attend Trust meetings and transcribe formal minutes on a regularly basis which requires frequent concentration and frequently be exposed to distressing or emotional circumstances which may be discussed within the meeting. The post holder transcribes minutes from formal fact find investigations and highly confidential meetings on behalf of the Trust where the Deputy Director of Nursing, Associate Director of Nursing for Quality and Safety & Interim Strategic Workforce lead for nursing, midwifery and AHP’s are Investigating Officers or Commissioning Managers, sometimes at short notice. These should be accurate transcriptions of the discussions, including sensitive personal issues.To co-ordinate and transcribe minutes for formal meetings.Take and transcribe accurate minutes of these meetings in a timely fashion, ensuring that all follow up action is taken and providing position statement as appropriate.Undertake any other duties as required that are commensurate with the post.**Responsibility for Research and Development** Comply with Trust’s requirements and undertake surveys as necessary to own work.**Decision Making**To work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to your line manager. The post holder is expected to manage and organise their own workload on a day to day basis.**Physical Effort**There is a requirement to use display screen equipment for the majority of the working day.The post holder may be required to exert light physical effort (loads of not more than 5kg.) on a frequent basis for short periods.**Mental Effort**There is a requirement for concentration for data entry, problem-solving and accurate transcription of minutes and reports, in a busy environment. The post holder requires the ability to re-prioritise on a daily basis, when there may be a number of competing priorities, in order to meet the needs of the service. **Emotional Effort**Occasionally manage difficult situations, which may arise with abusive patients, clients and telephone callers, which may need to be referred to a senior member of staff.There will be occasional indirect exposure to distressing or emotional circumstances, for example, typing letters or documents of a sensitive or distressing nature.The post holder will be required to deal for and have access to information, including that contained in personnel files, reports and incident report forms, which are both highly confidential and personal in nature. Such information must never be divulged to anyone either within or outside the Trust, except in the course of duty.**Working Conditions**There is a requirement to use display screen equipment for the majority of the working day. |

**GENERAL**

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom 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.

The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

**SAFEGUARDING**

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

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.

**HEALTH AND SAFETY AT WORK**

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

**INFECTION CONTROL - ROLE OF ALL STAFF**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

* Attending mandatory and role specific infection prevention education and training.
* Challenging poor infection prevention and control practices.
* Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

**CONFIDENTIALITY**

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

**JOB DESCRIPTION AGREEMENT**

**Job holder’s Signature: .....................................................................................**

**Date: .....................................................................................**

**Manager’s Signature: .....................................................................................**

**Date: .....................................................................................**

**PERSON SPECIFICATION**

**POST:**  **Personal Assistant to Assistant Director of Nursing and Head of Quality**

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| REQUIREMENTS | E/D\* | HOW TESTED?Application Form/Interview/ Reference/Test | INTERVIEW COMMENTS | SCORE(1 Low – 10 High) |
| QUALIFICATIONS/SPECIAL TRAINING: * Educated to GCSE A - C level, including English
* European Computer Driving License or equivalent
* Diploma or equivalent and proven experience
* RSA III or equivalent NVQ 3 qualification
* A minimum of three years’ experience as a secretary / PA or administrator in an office environment
 | EEEEE | ApplicationApplicationApplicationApplicationApplication |  |  |
| KNOWLEDGE/SKILLS:* A good understanding of Microsoft Office, including Word, Excel, MSTeams and PowerPoint
* A good all round secretarial knowledge of all office practice and procedures
* Ability to maintain a high level of discretion and confidentiality whilst pro-actively ensuring that responses to deadlines are met.
* Excellent written communication skills to produce a wide range of reports, presentations, email and letter correspondence.
* Excellent verbal communication skills
* Conversant with the Patient Administration System
* Working knowledge of the NHS
* Ability to work under pressure
* Ability to work with staff at all levels
* Ability to work on an individual and team basis
* Ability to use own initiative and solve problems effectively and creatively
* Ability to work flexibly, dependant on the needs of the service
* Knowledge of national patient safety developments and drives
* Knowledge of HR processes
* Touch, copy and audio typing experience
 | EEEEEDEEEEEEDDE | Application/TestInterviewInterviewReference/ InterviewInterview Application ApplicationInterviewInterviewInterviewInterview/TestInterview InterviewApplicationApplication/Test |  |  |
| EXPERIENCE:* Ability to plan and organise own workload
* Experience of working with senior level staff and in managing confidential issues and matters.
 | EE | Application/InterviewApplication  |  |  |
| PERSONAL REQUIREMENTS:* The ability to deal with highly sensitive and confidential information, including patient records, staff statements during adverse incident investigation and round table review meetings
* The ability to manage a number of tasks, including frequent interruptions
* The ability to undertake tasks requiring prolonged concentration
* Occasional exposure to emotionally distressing and traumatic information and situations
* A requirement to deal with people who may be upset or angry
* Managing competing priorities and work to short notice demands
* Ability to work as a team member, in a busy office environment
* Ability to organise work independently and adapt to changing priorities
* Ability to work under pressure
 | EEEEEEEEE | Application/ Interview Application ApplicationInterview InterviewApplication InterviewApplicationApplication  |  |  |
| OTHER REQUIREMENTS:* Occasionally required to handle and manoeuvre heavy objects, e.g. boxes of equipment / stationery
* Ability to use a VDU for long periods of time. Frequent requirement to sit or stand for a substantial proportion of the working day.
 | EE | InterviewInterview |  |  |

\*Essential/Desirable

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| **HAZARDS :** |
| Laboratory SpecimensProteinacious Dusts |  | Clinical contact with patients |  | Performing ExposureProne Invasive Procedures |  |
| Blood/Body Fluids |  | Dusty Environment |  | VDU Use |  |
| Radiation |  | Challenging Behaviour |  | Manual Handling |  |
| Solvents |  | Driving |  | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |
| Cytotoxic drugs |  | Nightworking |  |  |  |