

# Recruitment Information Pack

2020/21 to  
2023/24



## About KCHFT

We provide wide-ranging NHS care for people in the community, in a range of settings including people's own homes; nursing homes; health clinics; community hospitals; minor injury units and in mobile units.

We are one of the largest NHS providers in England, serving a population across Kent and 600,000 in East Sussex employ more than 5,000 staff, including nurses, physiotherapists, dietitians and professionals.

We firmly believe our trust belongs to our people we care for and the people who are our most valued asset and the best deliver all that is required of us. They responsibility for the lives of patients and reflect this; they should be trusted, have leadership and be duly recognised for their contribution.



community health of about 1.4 million and London. We doctors, community many other healthcare

people – both the work here. Our people resource we have to shoulder enormous their working life must compassionate

## Our values

KCHFT colleagues are expected to be kind and responsive, professional and informative and to contribute to the quality of our services by demonstrating our 'CARE' values:

### Compassionate



This is about putting our patients and service users at the heart of everything we do so that the way we deliver our services empowers them, meets their expectations and caters for their needs. It is characterised by having a positive attitude, being kind and polite, understanding diversity and demonstrating respect, patience and tolerance. It is equally about making staff feel truly valued so they feel cared for and are engaged with our vision and values and display these values to each other, whatever their role in the trust.



### Aspirational

This is about empowering and being aspirational for ourselves and our patients and service users. It is seeking and supporting continuous improvement, a focus on research, generating ideas and innovations and being adaptable to change. Sharing information, resources and ideas to deliver excellent outcomes. It is characterised by openness, transparency, and thinking creatively.



### Responsive

This is about listening and acting and is characterised by effective relationships, communicating clearly, doing what we say we will when we say we will, asking and taking account of opinions, planning with patients and service users and working across organisational boundaries. It is about working with and being responsive to our commissioners and stakeholders and designing services with them. It is also about effective working relationships within teams and across internal boundaries to deliver outcomes that improve our patients' experience. It is equally about applying these principles every day, working with staff so they feel valued and empowered.



### Excellent

This is about striving to deliver the best care we can. It is about providing high quality services and wanting the best for our patients. It is also about leading by example and supporting and growing a culture of excellence in our teams. It is characterised by challenging complacency, tackling inappropriate and challenging behaviour and striving for continuous improvement.

## Personal Assistant Job Description

AFC Banding:	Band 4	Base:	<b>Capital House/Hybrid</b>
Hours:	30	Contract Type:	Permanent
Responsible to:	Business Support Manager	Locality/Directorate:	Dental and Planned Care

### Role overview

As Personal Assistant to the MD & Strategic Directors you will provide an efficient and comprehensive range of high quality secretarial and administrative services to fully support the Directors in their work. To embrace this role and meet the challenges ahead, you will need to possess drive and enthusiasm, be self-motivated and demonstrate a proactive approach with exceptional secretarial and organisational skills as well as an excellent telephone manner.

You will work on your own initiative, managing your workload to timescales and deadlines. Duties will include co-ordinating multiple electronic diaries, organising a broad range of meetings and events, minute taking and a variety of administrative tasks to include support to the finance and procurement teams within the service. The post holder may be required to participate in a rota to cover dental reception during periods of planned and unplanned absence.

We wish to develop a cohesive team approach which will develop and strengthen working relationships both internally and externally so this is a pivotal role in achieving this. You will need to be able to work in a very busy environment whilst remaining calm and professional, so the ability to work independently, proactively and under pressure is important, as well as working as part of a wider team. Candidates will need to demonstrate a positive attitude, excellent problem-solving skills and a commitment to performing

a first-class support role. Therefore, experience of working at this level with senior management is essential.

### Service overview

The Dental and Planned Care Division comprises the following services:

- **Dental Services** (East Kent & Prisons and North East London)
- **Dental Engineering Service** (Kent and London)
- **Integrated musculoskeletal Services** (Kent)
- **Podiatry Services** (Kent)
- **South East Driveability** (Kent and East Sussex)

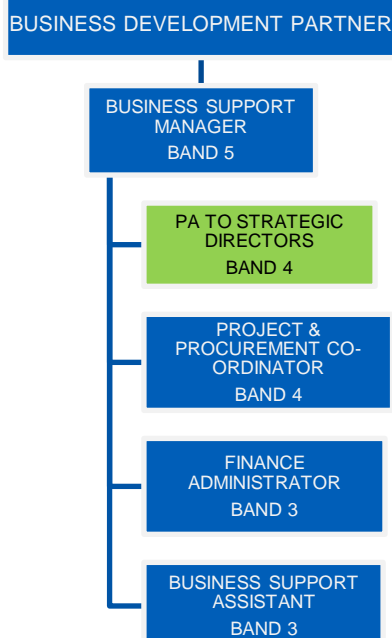
The Division has a centralised Business Unit which provides a wide range of business critical functions for the division including: monitoring and reporting activity and KPI performance; referral management processes; contract management; financial processes specific to dentistry; development of private and commercial services; management of the dental application system; project work for new business opportunities or re-procurement of current contracts; mobilisation and implementation of new services, procurement of supplies and equipment; management of out-sourced service/provider contracts, fleet management; management of finance processes specific to Dental Services and supporting services in relation to estate initiatives and development e.g. refurbishment programmes; new builds; space utilisation and rationalisation plans

### Key working relationships

Internal: Health professionals, management teams etc.

External: Patients, families, carers, visitors, general public, outside agencies, other hospitals or NHS organisations etc.

### Organisational chart



### Job Summary

Personal Assistants work closely with a senior leader to provide invaluable support with the day-to-day running of a service. Personal Assistants need to have a thorough understanding of the trust, know who the key personnel are and thrive on being at the heart of a service.

Personal Assistants have a positive approach towards their work; and as such, professionals in this position have excellent organisational, communication and interpersonal skills, as well as being flexible, reliable and able to multitask and use their own initiative.

Overall activities of the post-holder will include:

- Facilitating the delivery of outstanding care by being responsible for the co-ordination and implementation of administrative processes, ensuring these are managed in accordance with targets and agreed timescales. This includes communicating information in a professional and compassionate manner, especially when there may be barriers to understanding or requires gaining the cooperation of others through tact, negotiation or persuasive skills. Responsibilities include acting as a first point of contact for service enquires; assessing, resolving or escalating complaints and concerns; liaising and building relationships with colleagues in other teams, services and directorates and validating all resources are used appropriately to fulfil the needs of the service.
- Ensuring the service operates effectively by undertaking comprehensive administrative tasks, such as organising meetings and events, managing agendas, taking formal minutes, recording clear actions and overseeing progress, diary management and administrative support for senior leader, co-ordinating and allocating tasks, maintaining and interpreting data collections to provide information on service activity and completion of standard forms, surveys and audits.
- Providing assurance of compliance with Information Governance policy and Standard Operating Procedures through maintaining organisational reports in an accurate and efficient manner. Responsibilities will include leading on the development and implementation of service processes and standard operating procedures, updating risk registers, collating budgetary information, handling service correspondence and facilitating prompt action and embedding confidentiality compliance as central to the handling of sensitive data both by self and others.
- Engaging with quality and service improvement through reflecting on own and others' practice, identifying new ways of working or potential efficiencies, making suggestions to improve services, co-ordinating with members of the wider team regarding service development and supporting the delivery of services by minimising managers' time taken by administration responsibilities.
- Supporting personal and people development by demonstrating commitment to continuous professional development, supporting the recruitment process for team members including overseeing and participating in local induction processes for new starters into the service, motivating staff regarding opportunities for personal development and training opportunities and considering mistakes as a positive learning opportunity and encouraging others to do the same.

Working Conditions	
<b>Physical Effort</b>	Light physical effort required, may involve being at keyboard for long periods and general moving and handling of stationery or equipment.
<b>Mental Effort</b>	Frequent requirement for concentration where the work pattern is unpredictable, i.e. interruptions to deal with unforeseen events.
<b>Emotional Effort</b>	Occasional need to deal with difficult situations including first level grievance and disciplinary procedures. Occasional exposure to distressing information or emotional circumstances.
<b>Freedom to Act</b>	Required to act independently within established parameters through clearly defined policies, protocols and procedures, referring to manager where necessary.
<b>Working Conditions</b>	Required to use a computer continuously throughout the day, with most tasks being keyboard based. Potential exposure to verbal aggression via telephone calls or face to face contact.

This is an outline job description designed to summarise the key responsibilities of the role and is not intended to cover every task that may be required. The post holder will be expected to be flexible to respond to change and organisational need.

Job description agreement	
Job holder's name:	



Job holder's signature:	
Date:	
Line managers name and title:	
Line managers signature:	
Date:	

Person Specification		
	Essential	Desirable
<b>Qualifications</b>	Level 4 qualification (e.g. certificate of higher education, higher national certificate, NVQ level 4) or equivalent demonstrable experience	NVQ Level 3 Business Administrator, Team Leader or Supervisor or other leadership/management qualification
<b>Experience</b>	<p>Practical application of HR practices, policies and procedures</p> <p>Experience of handling confidential and sensitive information</p>	<p>NHS administrative experience</p> <p>Basic experience of a financial system i.e. Agresso</p> <p>Experience in providing comprehensive administrative support to a senior leader</p>
<b>Knowledge</b>	<p>Advanced knowledge and understanding of Microsoft Office packages e.g. Outlook, Word, Excel and Powerpoint</p> <p>In depth knowledge of the service</p> <p>Design and development of standard and bespoke data reports</p>	<p>Understanding of health and social care sector, including working knowledge of NHS structures, policies and processes</p>
<b>Skills &amp; abilities</b>	<p>Excellent written and verbal communication skills</p> <p>Excellent interpersonal skills and the ability to communicate and work effectively with a wide range of people from different backgrounds at all levels of seniority</p> <p>Excellent attention to detail, accuracy and organisational skills</p>	<p>Ability to record accurate minutes of meetings and present to a high standard</p> <p>Ability to concentrate and focus on diverse tasks whilst dealing with frequent interruptions</p>
<b>Personal attributes</b>	<p>Ability to apply sound judgement and logical approach to identify key or underlying issues and use initiative to solve problems</p> <p>Ability to be innovative and objective as well as logical in resolving problems</p> <p>Ability to prioritise, multi-task and respond quickly to changing priorities, reorganising own and managers' workload to meet deadlines</p> <p>Adept at both negotiation and persuasion</p> <p>Ability to deal with distressing or emotional situations and discussions objectively and with emotional intelligence</p>	<p>Possess a willingness to learn</p>

	Ability to travel to diverse sites	
Ability to manage	Ability to plan and organise own workload without direct supervision	Ability to cope with pressure during busy periods and act in a professional manner at all times
Additional requirements		To be added by the service

#### Additional Information

Standards of Business conduct	<p>The post-holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions, and at all times deal honestly with the Trust, with colleagues and all those who have dealings with the Trust, including patients, relatives and suppliers.</p> <p>All Trust staff may be involved directly or indirectly with people who are receiving a health service. Therefore, the Trust is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.</p> <p>It should also be stated here if the post holder is expected to adhere to any professional guidelines or codes of conduct, for example the Nursing and Midwifery Council Code of Professional conduct.</p>
Risk Management	<p>The post-holder will ensure compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm, and stress that all staff have a responsibility to minimise risk.</p>
Governance Standards	<p>Comply with the relevant governance standards applicable to the Trust as communicated to the post-holder from time to time.</p>
Data Protection	<p>To comply with Trust Policies and the Data Protection Act in all respects, with particular relevance to the protection and use of patient information.</p>
Confidentiality	<p>Trust employees are required to ensure that information about patients and staff is safeguarded to maintain confidentiality and is kept securely in accordance with General Data Protection Regulations (GDPR), Data Protection Act 2018 (DPA18), the Caldicott Principles 1998 and the National Data Guardian Data Security Standards. The trust's Data Security and Protection policy and the Cyber, Network and Information Systems policy provide guidance on how this can be achieved.</p>



Child/Adult Safeguarding	All staff must be familiar with and adhere to Trust child/adult safeguarding procedures and guidelines, in conjunction with Kent Safeguarding Children/Vulnerable Adults Board procedures and supporting policies/guidelines. All staff are required to attend child/adult safeguarding basic awareness training and additional training regarding child /adult safeguarding, commensurate to their position and role.
Records Management	To maintain Trust and patient records (both paper and electronic) in accordance with Trust policies to facilitate clinical care and effective administration.
Freedom of Information	To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with Trust Freedom of Information procedures.
Security	To comply with Trust policies to ensure there is a safe and secure environment that protects patients, staff and visitors and their property, and the physical assets and the information of the organisation.
Infection Control	The post holder will ensure compliance with the Trust's Infection Prevention and Control policies and procedures and the Health Act 2006, ensuring that the risk of healthcare associated infection to service users and staff is minimised.
Freedom to Speak Up (Whistleblowing)	The post holder has responsibility for patient and staff welfare and should raise any concerns relating to a breach of NHS policies and procedures with their manager or refer to the Freedom to Speak Up Policy for alternative options.
Environmental Impact	The post holder will ensure compliance with the Trust's environmental management policies and procedures. These describe the Trust's commitment to climate change and carbon management, the recognition that our aim is to protect the environment and the use of natural resources that all staff have a responsibility towards.
Performance review	<p>This Job Description will be used as a basis for individual performance review between the post holder and the manager.</p> <p>The Job Description covers only the key result areas and, as such, does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service. The post holder will need to take due account, in the way they achieve the key result areas, of Trust policies and procedures.</p>
Equality and Diversity	The Trust aims to maintain the goodwill and confidence of its own staff, service and users and the general public. To assist in achieving the objective it is essential that at all times employees carry out their duties in a courteous and sympathetic manner. The post holder will carry out their duties in accordance with the Trust's Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.