

Job Description

Job Title: Executive Assistant to Chief Finance Officer and Chief People Officer

Grade: Band 6

Location: Based at CNWL Trust Headquarters 350 Euston Road

In order to meet the needs of the Trust's services you may be required from time to time to work outside your normal place of work. The Trust reserves the right to change your normal place of work to any other location within the Trust.

Responsible To: Chief Finance Officer

Accountable to: Chief Finance Officer and Chief People Officer

Key Relationships:

- Executive Directors, Managing Directors, Finance Teams, HR Teams
- Staff within HQ, Trade Unions, HR and Finance networks

Job Purpose:

The Executive Assistant to the Directors listed above is a high-level administrative position that works closely with the Directors to help execute the organisation's operational goals. The Executive Assistant helps guide the top level of the organisation, works on key strategic initiatives, and participates in strategic development. The position helps lead operational projects, and supports the Directors' work with the senior operational team and the teams within Finance and HR.

Executive Support

- Act as the first point of contact for the Directors, including managing/screening calls, emails, correspondence and visitors.
- Extensive partner/stakeholder liaison and maintenance of relationships at Director level. This includes liaison with both senior internal and external parties, including ICSs, ICBs and other Trusts.
- Build and maintain effective relationships at all levels and be politically astute.
- Review complex information as it arrives, summarise and bring to the Directors' attention when necessary.
- Handle sensitive/clinical information.
- Deal personally with staff or Trade Unions and ensure complaints/issues are satisfactory resolved.
- Responsible for dealing with issues on behalf of the Directors including assessing issues, problem solving and negotiating solutions.
- Ensure plans are in place to deliver reports for statutory deadlines and committee cycles for both Directors and all their reports.

- Support the Directors' participation in staff meetings, departmental meetings, Senior Management Team (SMT) meetings, and Board of Directors meetings; preparation for and follow up action items related to such meetings.
- Draft complex correspondence on behalf of the Directors utilising advanced typing skills.
- Take minutes of key meetings that are chaired under the relevant Director's portfolios and ensure appropriate follow up.
- Assist in implementing systems and procedures for effectively managing the organisation.
- To act as an authorised signatory and have budgetary responsibilities in relation to supplies, equipment and services on behalf of the Directors.
- Maintain a close working relationship with the direct reports, providing support and advice on behalf of the Directors where appropriate.
- Understand organisational policies and procedures necessary to ensure appropriate decision-making protocols are followed.
- Support through any CQC/Audit related activity.

Senior Secretarial Support:

- High level calendar management – co-ordinate and schedule appointments and meetings, event management and organisation and travel coordination.
- Organise and facilitate senior level events.
- Proactively understanding who contacts are, the context of the communication and keeping track of periodic communication needed for priority contacts.
- Efficiently meet the needs of the role by anticipating workload, producing electronic daily diary packs and supporting the Directors needs with appropriate materials, briefings, agendas, etc.
- Advanced knowledge of a range of IT applications including Word, Excel, PowerPoint and Project.
- Create presentations, documents and reports as required.
- Full support and facilitation for a variety of senior level Trust meetings - this will involve organising meetings, producing and distributing papers in a timely manner, chasing outstanding actions, taking minutes, ensuring additional attendance where required.
- Full support and facilitation of joint meetings with partners (external) - this will involve organising meetings, producing papers, chasing outstanding actions, taking minutes, ensuring additional attendance where required.
- Organise, collate and create annual appraisals for direct reports.
- Organise monthly meetings with direct reports.
- Preparation, reconciliation and submission of travel and corporate expenses.
- Provide a service that is in line with the Directors work habits and preferences.
- Maintain a flexible, positive and professional attitude.

Programme Officer for HR/Finance Projects:

To provide support to the successful running of programmes, and supporting the delivery of the service improvement and change programmes commissioned by the Directors.

- Prepare and co-ordinate agenda, papers, rooms, facilities, and guests for meetings, ensuring high standard and prompt circulation are achieved.
- Attend meetings across sites to take accurate minutes and action notes with minimal supervision, ensuring high standard and prompt circulation are achieved.
- Chase up follow-on actions to ensure progress and time-scales are achieved.
- Use advanced IT skills to create appropriate materials to support Programme Sponsors, Programme Directors, and Programme Managers to carry out their roles on identified areas as required.
- Develop and maintain an up to date project plan.
- Maintain ownership and organisation of shared access databases, mailboxes, etc.
- To collate hours and costings of a programme where applicable.

- Communicate and provide information to a wide range of internal and external stakeholders.
- Maintain a consistent approach for managing information
- Compile information about projects, initiatives and services for a wide range of senior stakeholders.
- Motivate and work collaboratively with contributing programme and project teams, internal and external stakeholders across CNWL, the CCGs, CSUs and Trusts across the wide geographical area of the organisation.
- Provide advice, obtain high-level input on behalf of colleagues and communicate key messages
- Operate effectively in a politically sensitive and confidential environment.
- Provide advice; prepare reports and briefings for Associate Directors and Directors and stakeholders.
- Acquire, organise, and use knowledge and information to best achieve the aims of the Projects.
- Draft reports summarising status on issues, appraising outcomes, and providing progress reports as required.
- Analyse, interpret and present complex data to highlight issues, risks and support decision making.
- To commission IT training programmes when necessary.

Other:

- Ensure confidentiality at all times (this position will have access to highly confidential information).
- Required to attend other sites as work requires

Personal Development:

- Proactively participate in management supervision and appraisal processes.
- Take responsibility for your own learning and development and attend relevant courses.

Rider Clause

This is an outline of the postholder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and Department.

The following responsibilities are applicable to all employees:

Professional registration

If professional registration is required for the role you undertake you are expected to maintain your registration with the applicable professional body (i.e. NMC, HCPC etc) and comply with the professional Code of Conduct. Your employment depends on you doing this and failure to remain registered or to comply with the Code of Conduct may result in temporary downgrading, suspension from duty and/or disciplinary action which may result in the termination of your employment. You are required to advise the Trust if the professional body in any way limits or changes the terms of your registration. Throughout your employment with the Trust, if requested you are required to provide your manager with documentary evidence of your registration with the professional body.

Safeguarding

You have a duty to safeguard and promote the welfare of children and adults at risk of abuse. You should be aware of local safeguarding procedures and how to contact named professionals for advice and support as well as reporting any concerns. You will be supported with the supervision and training needed to recognise and act on welfare concerns and to respond to the needs of children and adults. You have a responsibility to ensure that you are up to date with the safeguarding training required for all Trust employees.

Infection Control and Waste Disposal

Infection prevention and control is the responsibility of all staff. All duties must be carried out in accordance with the Trust hand hygiene and infection control policies and procedures. You must also ensure that waste produced within the Trust is disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the policy.

Data Protection, Confidentiality and Access to Health Records

All information concerning patients/clients and other staff members must be treated as confidential and you must adhere to the policies related to this subject. If you contribute to patients' health records you are expected to be familiar with, and adhere to, the Trust's Care Records Policy and accompanying documentation. You are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act 199 and you should be aware that patients' records throughout the Trust will be subject to regular audit. You have a responsibility to ensure that patient records are maintained efficiently and that confidentiality is protected in line with the Trust's policies.

You are likely to have access to computerised data systems and you are required to obtain, process and/or use information held in these systems in a fair and lawful way. You must hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. Only disclose data only to authorised persons or organisations as instructed.

Promoting Equality and Diversity

Central and North West London Foundation Trust aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status. The Trust has a Valuing Diversity in the Workplace Policy and you are expected to adhere to the policy and support equality and value diversity by making sure that you do not discriminate, harass or bully colleagues, visitors or service users. You are also expected to make sure that you don't contribute to discrimination, harassment or bullying or condone discrimination, harassment or bullying by others. Everyone has a personal responsibility to promote and develop a culture that promotes equality and values diversity and where your role requires you to manage and supervise others you have the additional managerial responsibility to ensure that the team you work in does not discriminate, harass or bully.

Health and Safety and Risk management

As an employee you must be aware of the responsibilities placed on you under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors. You are accountable, through the terms and conditions of your employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required. All staff members have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed, that staff members receive appropriate training and a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Governance Committee and Risk and Assurance Committee. Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the Borough Director and relevant governance committee.

No Smoking Policy

There is a smoke free policy in operation in the Trust and smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

Trust Sustainability Green Plan Pledge

CNWL are committed to a sustainable future and to improving the social and environmental well-being of our care community. We are dedicated to environmental improvements that embrace a sustainable future that require a shared understanding of our ambitions. Please see the Trust Green Plan - Caring Today and Tomorrow; Carbon-Free available on the Trust Intranet.

Staff Support

The Trust is committed to ensuring that you achieve a good work/life balance, have access to a wide range of support including flexible working options, childcare support and many training and development opportunities.

General Note

The duties and responsibilities outlined above are to be regarded as broad areas of responsibility and do not necessarily detail all the tasks which you may be required to perform. You may be expected to undertake other duties as may be required which are commensurate with your grade and experience. This job description may be subject to change from time to time in order to meet the changing needs of the Trust and department and any changes should be discussed with you. All duties and responsibilities must be carried out in accordance with statutory legislation, CNWL Standing Orders, Health and Safety regulations and professional Codes of Practice.