

# Recruitment Profile

**Job Title:** Personal Assistant to Post Graduate Dean

## About the Job

This exciting role in NHSE is for a highly motivated and enthusiastic individual to provide and coordinate administrative and secretarial services within the regional PGMDE team.

The Personal Assistant is required to support the Senior Leaders within the region to deliver their part of the corporate agenda as well as their responsibilities in respect of the NHS, and in any relationships or activities the Senior Leaders may participate in across a wider local or national footprint; this may include Directors, the Chair, and Senior Managers within the region.

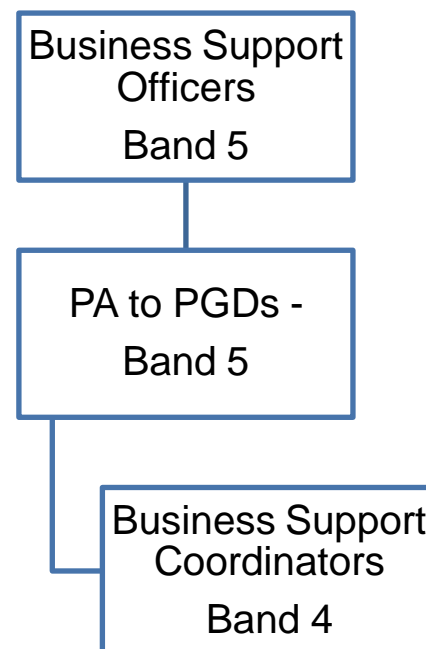
Undertaking a wide range of managerial and Personal Assistant administrative tasks, including taking personal responsibility for a range of delegated projects and business; this is in addition to providing a comprehensive administrative service to ensure the smooth running within the regional team.

The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their line manager and work flexibly for other leaders or managers where required, to support the needs of the South East region.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Organisation

In addition, the postholder will be expected to contribute to the multi-professional nature of the business of NHSE across the South East region and support region wide PGMDE activities.

## Organisation Structure



## About Us

NHSE WT&E Directorate provides leadership for the education and training system. It ensures that the shape and skills of the future health and public health workforce evolve to sustain high quality outcomes for patients in the face of demographic and technological change. NHSE ensures that the workforce has the right skills, behaviour and training, and is available in the right numbers, to support the delivery of excellent healthcare and drive improvements through supporting healthcare providers and clinicians to take greater responsibility for planning and commissioning education and training.

We aim to create a healthy and high performing organisation, underpinned by the NHS Constitution values:

- Working together for patients
- Respect and dignity
- Commitment to quality of care
- Compassion
- Improving lives
- Everyone counts

Our people all have a part to play in helping to shape and develop our culture and in embedding and living these values.

Our behaviors:

- Leading by example:
- We prioritise patients in every decision we take.
- We listen and learn.
- We are evidence-based.
- We are open and transparent.
- We are inclusive.
- We strive for improvement.

# Recruitment Profile

## About You

This section details the personal attributes we require for this role. If you feel these describe you, we would welcome your application

## Behaviours and Values

- Understanding of and commitment to equality of opportunity and good working relationships
- Professional, calm and efficient manner
- Positive and flexible approach to work
- Leads by example.
- Empowered and enabled to deliver.
- Makes decisions and has a clear reason for the decisions made.
- Constructively challenges and accepts constructive challenge from others.
- Shares knowledge and information
- Promotes a safe environment for exchange of views and ideas.
- Actively listens to others.
- Actively promotes change and improvement.
- Uses own initiative and takes responsibility for own actions & behaviours.
- Self-motivated, proactive, and innovative
- Able to demonstrate integrity and discretion when working with confidential matters.
- Able to work under pressure with a minimum of supervision and willing to work flexibly and adapt to new working practices and acquire new knowledge.
- Able to work as a member of a team, closely and harmoniously with others.

## Skills and Abilities

- Ability to work under pressure and to tight deadlines.
- Ability to work as a member of a team.
- Ability to work without supervision and use own initiative.
- Ability to work flexibly and manage competing demands.
- Ability to establish and maintain good working relationships including both internal and external stakeholders.
- Ability to build relationships within organisational teams to establish good communication links and consistent approaches.
- Consistently high attention to detail and quality of work.
- Flexibility to travel between regional offices, as required, to ensure that the corporate team delivers their responsibilities to the Senior Team. Additionally, on occasions this may extend outside of the region for example supporting the senior team through attendance at 'corporate days'.
- Ability to deputise for other admin and PA colleagues within the team.
- Ability to attend directorate away/development days as required.

## Experience and Knowledge

## Qualifications and Training

<ul style="list-style-type: none"> <li>• Experience dealing with confidential information appropriately</li> <li>• Strong communicator with excellent writing skills, data entry and formatting of presentations; capable of constructing and delivering clear information/instructions to staff.</li> <li>• Excellent organisational and administrative skills</li> <li>• Experience of supporting committees and organising meetings</li> <li>• Experience of drafting briefing papers, building agendas, taking accurate minutes at both small and large-scale meetings writing minutes and producing presentations.</li> <li>• Advanced keyboard skills, use of a range of software packages, including: Microsoft Office – Outlook, Word, Excel, Power Point</li> <li>• Previous experience providing administration support or PA responsibilities.</li> <li>• Previous experience of managing/overseeing discreet projects</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent experience of working in a similar role.</li> <li>• Knowledge of administrative procedures, project management or information analysis.</li> <li>• Advanced keyboard skills achieved through experience or related qualification.</li> <li>• Ability to take clear and accurate minutes during meetings.</li> <li>• Familiar with using the latest technology which should include: iPhone, iPad, Apps, Software, dictation equipment where required.</li> <li>• Basic knowledge of project management principles.</li> <li>• Previously worked in similar position preferably within the public sector</li> <li>• Evidence of Continuing professional development.</li> </ul>
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# Expected Outcomes

## About your role

This section details the outcomes and deliverables that would be expected from the role

Engaging People/Key Working relationships	Delivering Results/Functional Responsibilities
<ul style="list-style-type: none"> <li>• Provide comprehensive diary management and PA support proactively ensuring that their needs are met and that they feel supported to present a professional image at all times.</li> <li>• Provide support to internal and external meetings and events as required i.e.</li> <li>• regional Senior Management Team (SMT), Workshops, etc. and additional events when required. To include arranging formal and complex meetings, liaising with both internal and external stakeholders in a timely manner to deliver within the required</li> </ul>	<p>Organise the diary and commitments of the Senior Teams including the scheduling of formal meetings including video/tele conferences and take notes at meetings as required.</p> <p>Manage the Senior Teams travel and accommodation arrangements specifically:</p> <ul style="list-style-type: none"> <li>• To assess and make accurate judgement of the situation using effective time management skills to avoid disruption to the Team</li> </ul>

deadlines, prepare and send out papers, setting up and managing the meeting preparation, note/minute taking, follow up actions and anything associated with meeting or events. Ensure the flow of work is prioritised in order that the team can deliver their targets and objectives.

- Responsible for high level co-ordination between the regional Team, the Executive team, and senior managers within NHSE to initiate/produce reports, briefings, board papers etc. for meeting and key stakeholder meetings/events.
- Contribute to areas of corporate work on behalf of the Senior Teams. This may include providing high quality project, service, initiative, and administrative support including information and analysis to meet the organisation's needs. This also includes managing all aspects of new starter's induction to the executive team within the region.
- Responsible for ensuring that all staff have the necessary equipment and resources required to undertake their duties. Responsible for non-pay budget ordering and maintaining equipment such as laptops, printers for the team and effectively reporting any problems that may arise.
- Identify process improvements and develop projects and assignments with administrative support staff to respond to organisational and/or policy changes.
- Deliver against agreed objectives, achieving quality outcomes.
- Ensure that the Senior Teams are appropriately briefed in advance of the scheduled meetings and events, responsibilities will include:
  - Producing briefings from senior staff from within NHSE
  - Gathering and extracting information from a range of sources
  - Research and preparing presentations
  - Interpreting results
  - Completing progress reports
- Manage the Senior Leaders emails, ensuring briefing and follow up action takes place and deadlines are met.
- Ensure that all official correspondence addressed to the Senior Team is electronically logged and tracked, ensuring that an appropriate

members.

- Work within the directorate budget to ensure cost-effective travel and accommodation.
  - Track and monitor records for budget purposes.
  - Calculate and complete all travel and accommodation expenses on relevant claim forms, ensuring they are completed and authorised within given deadlines following the NHSE guidelines.
  - Ensure that a high quality and timely support is provided (utilising relevant Microsoft Office packages) when producing correspondence, reports, emails, presentations, project plans and spreadsheets.
  - Maintain effective office systems, making maximum use of technology with the ultimate aim of achieving a paperless office.
  - Ensure that files and records are stored and retrieved appropriately in accordance with the NHSE Records Management Policy.
- Ensure that correct NHSE procedures are utilised when ordering goods and services.

<p>response is drafted within the timeframe set out in the NHSE procedures and policies, setting deadlines to enable the Senior Leaders to have sufficient time for reviewing the draft.</p> <ul style="list-style-type: none"> <li>• Providing a link to the NHSE Team and other agencies, maintaining good communications links with other stakeholders.</li> <li>• Maintain close links with Senior Leaders and their Personal Assistants in all NHS, DH and PHE organisations.</li> <li>• Support communications and knowledge building across the office through the establishment and maintenance of effective mechanisms for disseminating key decisions to staff.</li> <li>• Maintain an up-to-date confidential list of all Senior Leaders details and contact arrangements and ensure it is made accessible.</li> </ul>	
<b>Management and leadership</b>	<b>Setting Direction and Service Improvement</b>
<ul style="list-style-type: none"> <li>• If required - responsibility for line management of staff identified by the senior management team; to include providing day to day support, absence management, performance management and career development (including completion of the NVQ), and where necessary processes such as grievance and disciplinary matters. Work in conjunction with other colleagues to assess, support and manage confidential information about an individual's performance and capability development.</li> <li>• Support and undertake the implementation of workplace induction process for the staff under your line management (to ensure that they are aware of all appropriate procedures, policies and information necessary to carry out their role effectively, efficiently and safely)</li> </ul>	<ul style="list-style-type: none"> <li>• Support the coordination of the preparation of the Senior Teams meeting papers.</li> <li>• Act on behalf of the Senior Leaders in their absence, by making rapid and accurate assessments of urgent/delicate situations that can be addressed by appropriate colleagues within NHSE in order to meet deadlines, provide solutions and avoid disruptions.</li> <li>• Manage processes appropriately when coordinating visits to NHSE, ensuring effective communication with DH, Ministers and Government offices and Senior Team colleagues as appropriate.</li> <li>• Initiate commission and where necessary prepare briefings for the Senior Teams local and wider NHS colleagues.</li> <li>• Draft and commission responses to letters and queries addressed to the Senior Teams</li> <li>• Source and gather information for the Senior Teams to support business.</li> <li>• Prioritise the Senior Teams workload effectively to ensure that meetings and reports are provided in a timely fashion ensuring that the Senior Teams also has 'thinking' time.</li> <li>• To ensure that best practices are communicated across the regional teams via the business administrative network to support matrix</li> </ul>



	<p>working.</p> <ul style="list-style-type: none"> <li>• Manage a forward planning system to ensure that deadlines are met by team members across the region and colleagues in other directorates or teams as required.</li> <li>• Develop and maintain knowledge of the broad spectrum of work that the Senior Teams are involved with in order to take appropriate decisions in the absence of the Senior Leaders and to advice on priorities. Within planning processes, it is essential to be able to accommodate proactive and reactive situations.</li> <li>• Manage/lead ad-hoc delegated discreet projects as required.</li> <li>• Take comprehensive minutes/notes and report back from meetings as required.</li> </ul>
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# Benefits Information

## About the Benefits

This section details the benefits of working for NHSE

### What's great about this post?

You will be joining a friendly, hard-working team who are committed to delivering a first class service to support patient care.

### What's the terms and conditions?

As an NHS employer the following terms and conditions apply to this post:-

#### Salary

NHS TCS 2023: Band 5

Usually starting at the minimum and progressing in line with NHS TCS 2023 Pay Scales

#### Hours of Work

37½ hours per week. Monday to Friday

#### Contract Type

Permanent

**Leave and Bank Holidays:** 27 days per year and 8 bank holidays, pro rata if part-time. Leave increases to 29 days per year after 5 years service and 33 days per year after 10 years service

**Pension:** The NHS Pension Scheme is based on length of service and salary at retirement (not dependent on investment returns).

### What other opportunities are available to me?

We'll be committed to your training and development from day one. When you join, you'll receive an induction and have the opportunity to attend a variety of skills-related courses, some on-line. Our learning and development strategy includes all the ways that we can support you to 'shine' and excel in your role and is open to our staff at every level in our organisation. It also includes Leadership and Management development and provides the opportunity to apply for funding to support personal development activity.

### Other useful information

Your essential role will indirectly contribute to saving and improving people's lives. Job-sharing and part-time working is welcomed. Please indicate this on your application form. We are committed to implementing reasonable adjustments for people with disabilities. If you are successful, you will be issued with a contract of employment which will include a full statement of the terms and conditions of service and Recruitment Profile.