

## JOB DESCRIPTION

<b>Job title:</b>	Personal Assistant
<b>Grade:</b>	4
<b>Directorate:</b>	<b>Operations</b>
<b>Division:</b>	<b>Children's and Specialist Division</b>
<b>Service:</b>	<b>Healthy Child Programme</b>

### 1. Job summary

1. The Personal Assistant provides a comprehensive administrative support service to a team of senior managers.
2. They will act as a point of contact for the team, carry out diary management, take accurate minutes of meetings, organise events and meetings, prepare and format documents and presentations to a high standard, carry out payroll and absence monitoring, order supplies and ensure the working environment is tidy, safe and welcoming.

### 2. Communication and working relationships

Works closely with the senior management team including the:

- Deputy Chief Operating Officer
- Business Development Manager- Children's and Specialist
- Deputy Area Directors
- Lead Area Clinicians and subject matter experts
- General Managers
- Clinical Service Managers
- Team Leads
- Finance Team
- PMO team
- Human Resources

Communicates regularly with administrative support colleagues and personal assistants in partner organisations, including local authorities, commissioning care groups and community and patient groups.

Discusses and provides advice about the availability of members of the senior management team explains divisional administrative procedures, provides advice to callers, provides directions and explains travel arrangements.

Handles diary clashes and/or availability pressures with tact and discretion, takes great care when handling or communicating sensitive commercial or personal information.

### 3. Key responsibilities

- a) Develops administrative procedures related to the senior management team.


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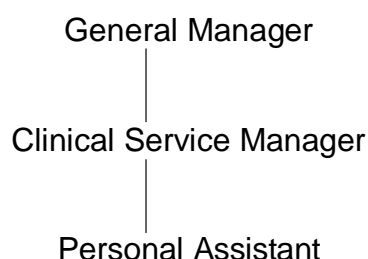
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- b) Organises meetings, 'away days' or training days. Organises conference-style or engagement events involving external stakeholders and members of the public. Books venues, organises publicity and carries out all administration.
- c) Provides training and guidance to band 3 or 2 administrative support staff across the Adults Division.
- d) Authorised to place orders for stationary and other supplies.

## 4. Main tasks

- a) Act as the main point of contact for members of the Senior Management Team. Receive callers and visitors. Respond directly to queries and requests for information or refer to an appropriate manager as appropriate.
- b) Proof-reads, formats and finishes correspondence, reports and presentations that are visually attractive and have a high standard of readability and for members of the Senior Management Team using Microsoft Office software.
- c) Manages diaries for members of the Senior Management Team, taking the initiative to prioritise appointments and commitments where possible or referring back to the diary holder when necessary. Ensures all participants at 2 meetings are kept informed about any changes to these. Ensures all diary entries include accurate times and venues.
- d) Periodically checks stationary and other office supplies and re-stocks this when necessary, updating records and placing orders in line with Trust finance procedures.
- e) Writes and regularly reviews and communicates administrative procedures by attending staff meetings and through group email briefings. Makes judgements and advises others on compliance with procedures where there is any ambiguity.
- f) Receives queries and requests for advice from administrative support staff across the division and responds to these in a supportive and constructive way.
- g) Attends meetings and takes formal minutes or notes. Writes up and circulates minutes and meeting notes in agreed timeframes.
- h) Ensures all incoming and outgoing post is processed promptly.
- i) Completes and returns attendance records for the senior management team and acts as a point of contact for payroll and recruitment queries.

## 5. Organisation chart



- a) The post holder may have tasks or responsibilities delegated to them, appropriate to their level of competence. They may also be expected to delegate tasks or responsibilities to other staff, as appropriate.
- b) The Delegation Policy sets out the expectation of staff regarding the safe delegation of clinical care and therapeutic interventions to unregistered practitioners and support workers.

## **6. Flexibility**

- a) This job description is intended to provide a broad outline of the role. The post holder may be required to carry out other duties commensurate with their banding and competence.

## **7. Policies and procedures**

- a) The post holder is required to familiarise themselves with all Trust policies and procedures and to comply with these at all times.

## **8. Confidentiality and data protection**

- a) The post holder must maintain the confidentiality of information about patients, staff and other health service business and meet the requirements of the Data Protection Act (2018) and General Data Protection Regulation (2018) at all times.
- b) The post holder must comply with all Trust information and data protection policies at all times. The work of a NHS Foundation Trust is of a confidential nature and any information gained by the post holder in their role must not be communicated to other persons except where required in the recognised course of duty.

## **9. Health, safety and wellbeing**

- a) Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and must follow these in full at all times, including ensuring that they act in line with all agreed procedures at all times in order to maintain a safe environment for patients, visitors and colleagues.
- b) The Trust is committed to support the health and wellbeing of all its employees. The post holder is required to familiarise themselves with the organisation's range of health and wellbeing support and report stress and ill health as early as possible.

## **10. Equality, diversity and inclusion**



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- a) The Trust aims to grow inclusive teams in which you feel like you belong, we encourage a culture of learning from different points of view. We want to support you to be courageous and to overcome bias and challenge prejudice.
- b) We are a Disability Confident Employer (Level 2). We go the extra mile to make sure disabled people get a fair chance. As well as paid employment we offer work experience and apprenticeships for disabled people.

## **11. Use of technology**

- a) The Trust is making increased use of computer technology. The majority of employees (both clinical and non-clinical) should expect to use automated information systems in their work in order to improve quality and coordination of services, and enable faster and more certain communication within the Trust. Necessary training will be provided.

## **12. No smoking policy**

- a) SCFT operates a no-smoking policy, in line with government legislation. This applies to all staff, visitors and patients. It is a condition of employment for staff that they do not smoke whilst on duty or in uniform or anywhere on Trust premises. This includes electronic cigarettes.
- b) Whilst we do not discriminate against employing smokers, they are expected to adhere to this policy and all prospective employees should be aware of this.

## **13. Professional registration**

- a) All employees who are required to be a member of a professional body are required to hold relevant registration and must comply with the standards and guidelines of their professional practice, education and conduct and must act at all times within the boundary of the code of conduct.

## **14. Infection prevention and control**

- a) Infection prevention and control is everybody's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's Infection Prevention and Control Policy and make every effort to maintain high standards of infection prevention and control at all times thereby reducing the burden of healthcare-associated infections (HCAI).

## **15. Safeguarding children, young people and vulnerable adults**

- a) SCFT is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment. Rigorous recruitment checks are carried out and



successful applicants may be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS).

## 16. Quality

- a) Excellent care at the heart of the community is our Trust vision. To make sure our care meets this high standard all staff must ensure that the three themes of quality care are provided in every encounter they have with our patients. The three themes are safe care, effective care, and patient-centred care.
- b) All staff, clinical and non-clinical, are expected to ensure that quality is a key consideration in all we do. This includes reviewing practice and being open to feedback on our performance, being open and honest, and seeking to identify, resolve, and appropriately escalate issues and risks.



## PERSON SPECIFICATION

This person specification lists the requirements necessary to perform the job. Candidates will be assessed according to the extent to which they meet, or have the potential to meet the specification. It is therefore important that applicants pay close attention to all aspects of the person specification when deciding if their skills, experience and knowledge match these requirements.

<b>Job title:</b>	Personal Assistant to Operations Transformation Team
<b>Grade:</b>	4
<b>Directorate:</b>	Operations
<b>Division:</b>	Children's and Specialist Division
<b>Service:</b>	Healthy Child Programme

Criteria	Essential or desirable	Method of assessment
<b>Qualifications and/or professional registration</b>		
Educated to GCSE level in Maths and English or equivalent	E	A
A levels and/or secretarial qualifications and/or NVQ Level 3/RSA3 or equivalent [e.g. A / AS / Higher Grade; Advanced GNVQ / GSVQ; HND]	D	A
<b>Experience</b>		
Good working knowledge of office administrative and secretarial practice and systems	D	
Experience of using advanced word processing and desktop publishing programmes	E	
Ability to use Microsoft packages to set up documents and spreadsheets and extract information	E	
Knowledge of basic financial practice and systems.	E	
Knowledge of contract & Service Level Agreements	D	
Experience of administrative, clerical work and secretarial work	E	
Knowledge of medical/scientific terminology	D	
Aware of the implications of the Data Protection Act and the need to maintain confidentiality	E	

Criteria	Essential or desirable	Method of assessment
Experience of using a bespoke software programme	E	
<b>Skills and knowledge</b>		
Good written and verbal communication skills	E	A/I
Experience of project management	D	A/I
Strong organisational skills: ability to work to deadlines, prioritise tasks, manage own workload	E	A/I
Ability to use problem solving skills	E	A/I
Good interpersonal skills	E	A/I
Flexibility and ability to work under pressure	E	A/I
Able to prioritise and manage own work and work without direct supervision	E	A/I
Able to exercise initiative when dealing with issues within own specialist area of competence	E	A/I
Ability to differentiate between matters of urgency and initial appropriate action	E	A/I
<b>Other requirements</b>		
Demonstrate knowledge and understanding of the diverse needs of public, responding appropriately and with respect at all times	A	A/I

**Good luck with your application!**



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