

AfC Reference:

# Job Description



<b>Job Title:</b>	Team Secretary		
<b>Band:</b>	Band 4		
<b>Department:</b>	Corporate Operations		
<b>Reports To:</b>	Deputy Chief Operating Officer		
<b>Accountable To:</b>	Deputy Chief Operating Officer		
<b>Professionally Accountable To:</b>	Deputy Chief Operating Officer		
<b>Responsible For:</b>			
<b>Main Base/ Site:</b>	Trust-wide (Any Trust Site will be considered)		
<b>Contract Status:</b>	<input checked="" type="checkbox"/> Permanent	<input type="checkbox"/> Fixed Term	<input type="checkbox"/> Other:
<b>AfC Reference Number:</b>			

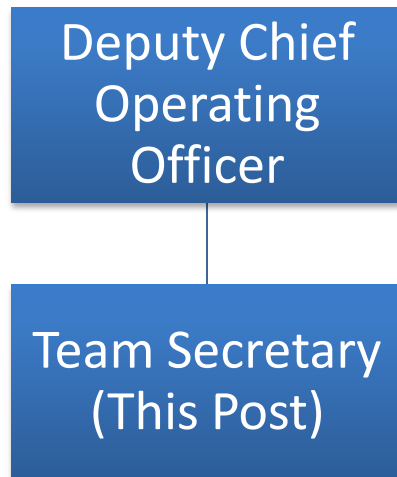


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## **JOB SUMMARY**

The post holder will be a key member of the corporate operations team and will contribute towards the overall delivery of administrative tasks within the portfolio. The post-holder will provide a full and comprehensive secretarial service, to members of the corporate operations team as well as undertake and co-ordinate administrative tasks.

## **ORGANISATIONAL CHART**



## **KEY RELATIONSHIPS**

- Head of Performance and Planning
- Deputy Head of Performance and Planning
- Head of Emergency Preparedness, Resilience and Response
- Professional Lead for patient administration
- Head of Cancer
- Head of Partnerships and Alliances
- Project Management Office Lead
- Corporate Administration Team
- Chief Operating Officer
- Care Group Leadership Teams

## **KNOWLEDGE AND SKILLS**

### **1. Communication and Relationship Skills**

- Ability to communicate proficiently with all staff members, including senior managers.
- Ability to send emails and make telephone calls in line with professional standards.
- Ability to work with people at all levels, interacting appropriately and upholding Trust values.
- Communicates with a range of contacts, for example, Managers, clinical staff, support staff, staff from other Departments and external stakeholders. The information will, in the main, be complex and/or sensitive and, on occasions, require a tactful and/or persuasive approach.

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- Provide a highly professional point of contact for the Corporate Operations Team members.

### **2. Knowledge, Training and Experience**

- Good level of numeracy and literacy.
- Experience of developing robust agendas and taking comprehensive minutes
- IT knowledge; Microsoft Package
- Supervising practice of others, providing constructive feedback where required

### **3. Analytical Skills**

- When requested manage the email correspondence of the Corporate Operations Team ensuring mail is appropriately prioritised.

### **4. Planning and Organisational Skills**

- Good planning & organisational skills.
- Ability to prioritise workload of self and others
- Effective team working skills.
- Manage the diaries of the Corporate Operations Team members, with minimal direction, ensuring appropriate prioritisation, preparation time, and suitable travel time where applicable. Plans may need to be changed to meet the organisation's needs.
- To be responsible for the administrative preparation of agendas and papers for committees and meetings, taking minutes at these as required. Dealing with any actions arising from the meetings and liaising with appropriate team members as necessary. Providing administrative support for other departmental and Trust-wide meetings and ensure the smooth running of these meetings.
- Identify and establish appropriate systems for the production of reports; presentation material; spreadsheets and graphics. Using experience and initiative, the postholder will decide on how best the information is presented and proceed to action this.
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### **5. Physical Skills**

- Keyboard / data entry skills.

## **RESPONSIBILITIES**

### **6. Responsibilities for Patient/ Client Care**

- Incidental contact with patients/provides advice, information and guidance to patients, carers and relatives about appointments, clinics, admissions.

### **7. Responsibilities for Policy and Service Development**

- Follows existing policies and procedures and contributes to development/improvement in own work area.

### **8. Responsibilities for Financial and Physical Resources**

- Use of dictation equipment and also responsible for the safe keeping/upkeep of own equipment.

### **9. Responsibilities for Staff/ HR/ Leadership/ Training**

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- If appropriate, be responsible for the supervision of other support staff, which may include the co-ordination of work activity. Ensures the appropriate induction of new or less experienced staff.
- Effective and appropriate delegation.
- Record comprehensive minutes and action notes for meetings as requested by the Cancer and Support Services management team ensuring duties are delegated to other administrative team members as appropriate.

### **10. Responsibilities for Information Resources**

- Produce letters, reports and other documents as required from or using equipment, for example, recordings, dictation and/or handwritten format, utilising advanced word processing keyboard skills.
- Where necessary, input to relevant databases, may create appropriate spreadsheets and be required to take and distribute relevant minutes of meetings.
- Implement and manage a comprehensive electronic filing system, including for the personal files of the Cancer and Support Services management team.

### **11. Responsibilities for Research and Development**

- Completes staff surveys.

### **12. Freedom to Act**

- Prioritise own work and that of others, work independently and make appropriate judgements within defined policies/procedures/frameworks.
- Create comprehensive agendas for meetings using the provided software, ensuring the completed agenda is circulated to key stakeholders in a timely fashion as required.

## **EFFORT AND ENVIRONMENT**

### **13. Physical Effort**

- Undertake physical activities with accuracy and precision. This may include for example, keyboard skills and utilising specialist clinical equipment.

### **14. Mental Effort**

- Undertake periods of concentrated work for specific documents. This may include for example, meeting minutes and agendas.

### **15. Emotional Effort**

- Undertake joint working across the Cancer and Support Services team which could include exposure to serious incidents, complaints, and incidents.

### **16. Working Conditions**

- Undertake work within an office environment with prolonged periods of using computer technology.

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## **KEY VALUES**

The Trust would expect all employees to demonstrate our values as part of their day to day working lives:

- We are **kind**
- We are **open**
- We pursue **excellence**

These values are underpinned by behaviours:

We are **kind**, this means we:

- **Respect** and value each other;
- Treat each other **fairly**;
- Are **helpful**, and seek help when we need it.

We are **open**, this means we:

- **Listen**, making sure we truly understand the point of view of others;
- Work **collaboratively**, to deliver the best possible outcomes;
- Are **inclusive**, demonstrating everyone's voice matters.

We pursue **excellence**, this means we:

- Are **professional** and take pride in our work, always seeking to do our best;
- Demonstrate high **integrity**, always seeking to do the right thing;
- Are **ambitious**, we suggest new ideas and find ways to take them forward, and we support others to do the same.

## **STANDARD GENERIC ITEMS:**

The post holder will uphold and support these values in accordance with the Behavioural Framework. To this end, in our goal to promote and embed equality and diversity throughout the organisation, the post holder will ensure that everyone is treated as an individual, with dignity and respect.

In addition to observing the departmental rules and procedures, which all staff are required to observe and follow, the post holder is also required to follow the Trust's general policies and procedures that apply to the employment relationship. Whilst the Trust recognises specific responsibilities fall upon management, it is also the duty of the post holder to accept personal responsibility for the practical application of these policies, procedure and standards. The post holder should familiarise themselves with these, and ensure they have an understanding of them, and adhere to them.

The Trust has a No Smoking Policy. All its premises are considered as non-smoking zones.

In order to ensure the Trust's ability to respond to changes in the needs of the service, the Trust may make changes on a temporary or permanent basis, that are deemed reasonable in the circumstances, to the duties and responsibilities outlined in the job description. Any changes will be made with reasonable notice, taking into account the circumstances of the Trust and the post-holder.

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*This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the post. It may be subject to change as the organisation and services develop and wherever possible change will follow a consultation with the post holder.*

**JOB AGREEMENT:**

<b>Job Holder</b> (PRINT NAME)	
<b>Job Holder</b> (SIGNATURE)	
<b>Date</b>	

<b>Recruiting Manager</b> (PRINT NAME)	
<b>Recruiting Manager</b> (SIGNATURE)	
<b>Date</b>	

# Person Specification

## Team Secretary

Criteria	Essential	Desirable
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>GCSE English &amp; Maths at grade C or equivalent / Demonstrable experience</li> <li>NVQ Level 3 or equivalent</li> </ul>	
<b>Experience and Knowledge Required</b>	<ul style="list-style-type: none"> <li>Good working knowledge of Microsoft Office Applications</li> <li>Previous senior administration experience with evidence of supervisory skills</li> </ul>	<ul style="list-style-type: none"> <li>Experience of dealing with sensitive / confidential information</li> </ul>
<b>Skills and Attributes</b>	<ul style="list-style-type: none"> <li>Able to organise and prioritise both own workload and that of others as required</li> <li>Possess a range of developed communication skills</li> <li>Have the ability to exercise sound judgement in relation to problem solving and identifying situations requiring further advice</li> <li>Ability to practice delegation, negotiation and motivation skills.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of managing organisational change within a team e.g. restructures, changes to job requirements.</li> </ul>
<b>Aptitude and Personal Qualities</b>	<ul style="list-style-type: none"> <li>Self-disciplined/motivated to function independently, but also able to motivate others</li> <li>Good interpersonal skills                             <ul style="list-style-type: none"> <li>Understanding of own limits and willingness to ask for help</li> <li>Ability to interact with people in different roles</li> <li>Able to function effectively as part of a team</li> </ul> </li> </ul>	

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<b>Values &amp; Behaviours</b>	Ability to demonstrate our organisational values and behaviours: <ul style="list-style-type: none"><li>• We are <b>Kind</b>.</li><li>• We are <b>Open</b>.</li><li>• We pursue <b>Excellence</b>.</li></ul>	
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