

JOB DESCRIPTION

PART A: JOB DETAILS

JOB TITLE:	Senior Personal Assistant
AFC BAND:	4
HOURS:	37.5
DIRECTORATE:	Emergency Operations
DEPARTMENT:	Emergency Operations
REPORTING TO:	Locality Director
BASE:	tbc

PART B: JOB SUMMARY

The purpose of this post is to provide high level administrative support. To provide administrative and secretarial support to the Locality Directors.

PART C: KEY RELATIONSHIPS

Communication: All staff should be able to communicate effectively with people who use services, colleagues and stakeholders, to ensure that the care, treatment and support of people who use services is not compromised.

To act as the first point of contact with a wide range of people at all levels within and outside the Trust. Eg:

- Trust staff/managers at all levels,
- Strategic Health Authority representatives,
- Commissioners,
- Suppliers/Service providers,
- Other Ambulance Services/Trusts,
- Members of the public

PART D: JOB SPECIFIC RESPONSIBILITIES

- To provide high level expertise in administrative, secretarial and office management to support the Locality Director in a way that is responsive to their needs and contributes to the effectiveness of their roles
- To work closely with the Locality Director in the planning and delivery of work and supporting SLM's whilst in an acting up position for the Director.
- To manage the Localities Emergency Operations Administrators (band 3), ensuring the monitoring and compliance of annual leave within that group, and communication around planning etc was consistent around locality. Organizing and leading on development days for EOA's.
- To manage enquiries directed to the Locality Director and the management team, ensuring that any enquiries which are inappropriate to either are properly directed elsewhere.
- To liaise internally with Executive and Non-Executive Directors, Senior Managers, staff and take decisions in the absence of the Locality Director.

PRINCIPLE RESPONSIBILITIES

- Work closely with members of the Senior Management Team in the achievement of agreed objectives and across the full range of duties to achieve key operational standards and strategic objectives, and at times, where necessary use delegated authority.
- Promptly deal with the compilation of agendas, formal minutes and follow up actions for all meetings relevant to the Locality Director and Senior Management Team, including the co-ordination of meetings, both internally and externally, ensuring that appropriate materials, equipment and refreshments are available. This could also involve, on occasions, the very diplomatic cancellation and rearrangement of high-level meetings.
- Take responsibility for, and manage the workload and conduct of the Senior Personal Assistant and ensure the effective and efficient delivery of the tasks within their job description, providing support and a high degree of judgement to resolve issues or complex situations. The tasks include:
 - The proactive management of the diaries of the Locality Director.
 - The organisation of regular meetings and events.
 - To manage and respond to requests for the Locality Director, and/or information, including unscheduled visits.
 - Ensuring that the Locality Director always aware of appointments and that all relevant papers are available prior to meetings and events.
 - To make and receive telephone calls on behalf of the Locality Director from or to members of the public, staff, managers, MP's, or representatives of other agencies.
 - Maintaining an efficient 'bring forward' system to effectively monitor work and to progress/chase outstanding work which has been delegated elsewhere

- Co-ordinate and process applications for Senior Manager's leave to ensure adequate cover at all times.
- Making appropriate travel arrangements on behalf of the Locality Director and preparation of suitable itineraries.
- Promptly and accurately produce: letters, memos, reports, tables, minutes and other documents, as required from audio tape or long hand as required. Compose and generate correspondence, agendas, and mail merges as necessary. Distribute correspondence and data as required and without supervision.
- Expertly assist the Locality Director in prioritising and planning the office workload to meet pre-determined deadlines.
- Effectively manage the processes for all incoming correspondence (electronic and paper) and telephone calls in a highly resourceful way and without reference to others, delegating to other management and administrators in the first instance, but responding to or redirecting correspondence or calls as appropriate and ensuring that any urgent or important business is brought to the attention of the Locality Director, as appropriate, and in good time.

This will involve:

- Expertly reviewing and prioritising emails received by the Locality Director responding to queries where appropriate, re-directing or delegating queries where appropriate, and identifying items of importance that need to be brought to the Locality Director's.
- Overseeing the response to routine and general correspondence on behalf of the Locality Director without supervision.
- Effective monitoring of work that the Locality Director.
- Taking responsibility, in the absence of the Locality Director, for asking other managers and directors to take action on any unexpected but immediate issues falling within the remit of their posts.
- Assist with the co-ordination, preparation and distribution of papers for Senior Management meetings in conjunction with the EOA Team Secretary. This may also involve taking notes at a wide range of meetings.
- On occasion be asked to undertake minutes, preparation of agenda's, distribution of papers for various Trust Board Meetings.
- Regularly review old files in line with departmental retention and disposal arrangements.
- Undertake ad hoc projects, including data research and representing the Locality, for example transfer meetings. This will require, working on own initiative and under stated guidelines using a high degree of personal judgement.
- Prioritise own work and objectives to ensure tasks and goals are achieved on time.
- Ensure that important issues that have a significant impact on the LD are brought to his attention.

- Promptly and skilfully deal with complex and sensitive issues and information, taking into account their commercial and political sensitivities and see them through to their final conclusion with minimal direction.
- Liaise with Human Resource regarding recruitment processes, including information for candidates and application packs, arranging short-listing and selection dates, interviewing and any informal visits.
- Maintaining the department's P Drive to ensure documents are easy to find; and managing secure and confidential information as needed. Support the locality with uploading such information as Health Assure to the P drive folder.
- Ensure all documentation is completed and verified in accordance with Trust procedures and protocols.
- Responsible for day to day administrative duties and any other relevant duties including the completion of relevant Service documentation such as HR paperwork and obtaining appropriate signatures for authorisation.
- To undertake additional duties/projects at the discretion of the Locality Director commensurate with the role and the post holders knowledge and experience. Demonstrating skill for providing solutions when dealing with complex data.
- Some of the work is high profile, e.g. attending disciplinary and grievance hearings or confidential discussions at Executive Team level, requiring sensitivity and diplomacy.

Communication and Relationships Skills

- Provide an effective interface with a range of people within the Trust, including Senior Managers, Non-Executive Directors and also, externally, with the Strategic Health Authority, Councillors, Directors and Senior Managers from other Trusts and organisations, MPs and members of the public. This will involve ensuring that the interface portrays a positive image of the Trust and that account is always taken of the political sensitivity, and often the very confidential nature, of the work involved.
- Develop new procedures for keeping in contact with the LD during the day and communicating diary details to other directors and senior managers who may need to contact them.
- Ensure the effective processing of complaints from patients/staff, both over the telephone and in person, that are received in the LD. This will involve liaising with other managers to ensure prompt responses.

Team working

- Work collaboratively with other PAs and administrators across the Trust to ensure peaks in workloads are shared and high priority tasks are completed. Work flexibly to support all the Trust's directors who may require secretarial support if temporarily working at another site.

- Develop and maintain effective and supportive relationships within the Trust and externally.

Electronic Communications System

- Use e-mail to communicate and transmit documents across the Trust's sites (where applicable), and externally. Use e-mail on behalf of the Locality Director. Set up data files for mailings to different groups.
- Use electronic diary management systems within directorate and across Trust sites (where applicable) and update electronic diary for Locality Director.
- Use word-processing and other specialist software packages creatively to produce documents, which include tables, graphs, OHP slides etc, for internal and external presentation, adhering to standards of corporate style.

Future Training and Development

- Identify appropriate courses to facilitate future development.
- Demonstrate commitment to personal development and continuous learning to ensure knowledge, skills and expertise to achieve personal objectives.
- Keep up to date on technological developments for office systems etc.

PART E: GENERAL RESPONSIBILITIES

Flexibility: The postholder may be required to work at any of the Trust's sites in line with service needs.

Infection Control: All staff and managers, both clinical and non-clinical, have an overriding duty of care to patients and are expected to comply fully with best practice standards. The postholder will have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with the Trust's Infection Control Policy.

Confidentiality, Data Protection, Freedom of Information and Computer Misuse: All staff must ensure confidentiality and security of information dealt with in the course of performing their duties. They must comply with and keep up to date with Trust policies and legislation on confidentiality, data protection, freedom of information and computer misuse.

Health, Safety, Security and risk management: All staff are required to adhere to and act consistently with all relevant health and safety legislation and Trust policies and procedures in order to ensure that their own and the health, safety and security of others is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing and the achievement of the Trust's objectives in accordance with the Trust's risk management strategy and policies.

Major Incident: In the event of a major incident or civil unrest or other potential large scale service disruptions (e.g. Pandemic) all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest or other potential large scale service disruptions (e.g. Pandemic) and to undertake training as necessary.

Equality and Diversity: Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy etc.

Mandatory, job related training and CPD: Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include full participation in KSF and appraisal.

Safeguarding children and vulnerable adults: All employees have a responsibility for safeguarding and promoting the welfare of children. Further guidance can be sought from the Trust's Child Protection Lead.

No Smoking Policy: East of England Ambulance Service NHS Trust is a no smoking Trust and all staff must comply with the Trust's no smoking policy.

PART F: STRUCTURE CHART

PART G: PERSON SPECIFICATION

KEY COMPONENTS		E / D*	Assessed by application / interview / test / presentation
Qualifications	NVQ Level 3 or equivalent plus relevant experience	E	Application
Skills and Knowledge	Excellent verbal and written communication skills	E	Application/Interview
	Knowledge of bespoke systems as appropriate	D	Test
	Experienced in the use of Microsoft packages	E	Application/Test
Experience	At least 12 months in a similar environment.	E	Application
	Current knowledge of Service Level requirements and Key Performance Indicators	E	Application/Interview
	Planning, prioritisation and organisational skills	E	Application/Interview
	Audio typing	E	Application/Interview/Test
	Diary management	E	Application/Interview/Test
	Record keeping	E	Application/Interview/Test
	Delegation skills	E	Application/Interview
	Project co-ordination experience	D	Application/Interview
Events management	D	Application/Interview	
Personal Attributes	Calm and assertive, flexible, approachable, personable	E	Application/Interview
	Ability to remain organised and calm when under pressure	E	Application/Interview
	Provide excellent attention to detail	E	Application/Test
	Analytical skills	E	Application/Interview/Test
	Confident	E	Application/Interview
	Enhanced Criminal Records Bureau clearance	E	Application

	Strict adherence to eligibility and confidentiality protocols	E	Application/Interview
	Ability to multi-task	E	Application/Interview/Test
	<i>Able to travel as required [dependent on location of role]</i>	E	<i>Application</i>

* Essential / Desirable

PART H: JOB DESCRIPTION RECORD

This job description reflects the current main organisational priorities for the post. In the context of rapid change taking place within the NHS/Trust, these priorities will develop and change in consultation with the postholder in line with service needs and priorities.

Date Created:

Created by: