

SINGLE CORPORATE SERVICES

EXECUTIVE OFFICE

Job title:	Executive Assistant to CO (IWT)	To be completed by HR
Reporting to:	Director of Corporate Governance	
Accountable to:	Chief Executive Officer	
Pay Band:	7	

Job purpose

Job summary

- To manage the overall administration function of Trust Headquarters at IWT
- To manage the business office for the Chief Officer
- Provide high level, confidential support, on a wide range of matters, at the highest level
- Provide autonomous analysis, interpretation and dissemination of information received

Specific Core Functions

- Provide comprehensive support across 2 sites to the CO acting in a highly professional manner as a representative of the CO's office
- Being the initial point of contact for all communications to the CO's office
- Daily contact with the CO, Executive Directors (across 2 sites), personal assistants, regular contact with Chair, regular contact with external stakeholders and MPs
- Actively monitor the CO's mailboxes with the ability to judge the importance and priority of correspondence and investigate and resolve where required
- Provide a confidential, comprehensive administrative service for the CO, analyse and make judgments about the CO's incoming communications on a daily basis.
- Prioritise the CO's mail, advise on distribution and, where appropriate, initiate action and draft responses. This includes the efficient dissemination of information to maintain service levels and meet deadlines, where appropriate, in the CO's absence.
- Responsible for working collaboratively with multiple teams across 2 sites to provide the CO with accurate information in order that responses can be sent in a timely manner.
- Ensuring that actions are recorded and reviewed on a regular basis with a mechanism for pursuing outstanding actions.
- Responsible for arranging various corporate meetings, involving the co-ordination of diaries, venue planning/booking, sending out meeting notifications, drawing up agendas, preparation and circulation of associated discussion papers; formal minute taking at meetings and carrying out necessary follow-up actions.
- Ensure that the CO has all the relevant papers for meetings, summarising and/or highlighting reports and briefings as required for meetings, speaking engagements, etc.
- Ensure that the CO is made aware of issues that have been disseminated verbally, which are often very sensitive
- Ensure that the CO's office document management information systems are developed, maintained, and regularly reviewed to ensure optimum efficiency
- Liaise and communicate highly complex and sensitive information to other teams across the organisation to ensure relevant people are kept informed of the CO's and Chairman's contact

with Government Ministers, Senior Civil Servants etc. and obtain/provide background material.

- The post-holder will have access to highly sensitive, personal and confidential information regarding patients and staff members and will be responsible for creating, monitoring and updating efficient and effective information systems regarding this.
- Undertake research projects as requested by CO on current issues which are related to the Trust.
- Design and create desktop publishing reports and formulated data spreadsheets for the efficient dissemination of information on behalf of the CO to internal and external stakeholders.
- The post holder will need to exercise substantial initiative in providing support to the CO, especially when dealing with external and internal stakeholders and members of the public.
- The post holder will handle all aspects of the CO's business and a high degree of confidentiality is required.
- There will be a need for the post holder to work autonomously on behalf of the CO without direction

Project Management

- Contribute to performance improvement, taking a lead for identified areas.
- Provide coordination of and participate in relevant working groups and provide project advice, expertise and support where requested.
- Provide relevant and timely specialist advice and guidance on own portfolio.
- Work with members of the Team to investigate the causes of any variance from plan and proactively contribute to the implementation of solutions.
- Management of a risk and issues tracking mechanism and the resolution and escalation processes.
- Complete ad-hoc projects as required.

Financial and Physical Resources

- Provide regular reporting on the targeting of resources and monitoring their implementation from a value for money perspective.
- Provide oversight and monitoring of all aspects of Team budgets.
- Ensure expenditure is monitored accordingly.
- People Management
- Manage the team of Personal and Executive Assistants, including yearly appraisals, monthly one to one meetings, personal development plans and managing any employee relations issues, provide additional support and coaching / mentoring to the Administration Assistant.
- Dealing with recruitment for the corporate office administration team including interviewing and appointing individuals as and when required.
- ESR gate keeper for all escalation issues for the organisation ensuring that relevant members of staff action accordingly.
- Manage sickness and holiday for the Trust HQ corporate office ensuring appropriate staffing levels at all times for both Executive Directors and the administration team.

Information Management

- Devise and provide improvements to current management information, analysing, reporting and suggesting procedures to enhance decision making processes.
- Develop and implement best practice administration policies for the site and review and revise office procedures to ensure compliance with Trust policy and office processes.

- Ensure timely and accurate information analysis and reporting to management on agreed areas of work.
- To establish and continuously improve office information systems and procedures to ensure an efficient and effective service, and to undertake reviews of systems and procedures as necessary.

Planning and Organisation

- Manage own time to sustain high level of productivity and concentration.
- Contribute to the strategic planning of team projects, identifying interdependencies, and potential impacts on wider organisation, resource requirements and building in contingency and adjustments as necessary.
- Contribute to short, medium and long term business plans.
- Manage the complete administration function within Trust HQ to ensure adequate support is provided to the Executive team and there is appropriate work flow through the administration function.
- Responsible for developing and continuously improving, effective corporate office administration processes and systems to ensure that all issues are resolved as soon as possible, and that the needs to the corporate office are met in a timely, responsive and helpful manner.

Policy and Service Development

- Develop policies and procedures in own work function with an impact on the wider organisation, as required.
- Contribute to the development of an integrated approach to service management.

Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or cooperation is required or because there are barriers to understanding and/or providing and receiving highly complex information.

Analytical and Judgement

- Judgements involving a range of facts or situations, which require analysis or comparison of a range of options.
- Judgements involving complex facts or situations, which require the analysis, interpretation, and comparison of a range of options.

Planning and organising

- The post holder organises own day-to-day work tasks or activities.
- Planning and organisation of straightforward tasks, activities, or programmes, some of which may be ongoing.

Physical Skills

- The post requires developed physical skills to fulfil duties where there is a specific requirement for speed or accuracy. This level of skill may be required for advanced or high-speed driving; advanced keyboard use; .

Patient Client Care

- Assists patients/clients/relatives during incidental contacts.

Policy and Service Development

- The post holder is responsible for implementing policies within a team/department and proposes changes to working practices or procedures for own work area.
- The post holder is responsible for the implementation of policies for a team/department and proposes policy or service changes which impact beyond own area of activity.

Financial Management

- The post holder will observe a personal duty of care in relation to equipment and resources used in the course of their work.
- The post holder will be responsible for the safe use of equipment other than equipment which they personally use.
- The post holder is responsible for maintaining stock control and/or security of stock,
- The post holder will be an authorised signatory for cash / financial payments, the ordering of supplies for Trust Headquarters.

Management/Leadership

- The post holder is responsible for day-to-day supervision or co-ordination of staff within the Executive and TLT Support team. They will deal with work allocation and daily responsibility for the monitoring or supervision of one or more groups of staff.
- The post holder is responsible for day-to-day management of staff within Executive and TLT Support teams. The post holder will deal with the initial stages of grievance and discipline; appraisal, acting as an interview panel member; responsible for monitoring mandatory training compliance with their team. The post holder will be responsible for reviewing work performance and progress and manage the allocation of work.

Information Resources

- The post holder records personally generated information.
- Transcribes formal minutes
- The post holder will be responsible for data entry, text processing or storage of data compiled by others, utilising paper, or computer-based data entry systems,
- The post holder has occasional requirement to use computer software to develop or create statistical reports requiring formulae, query reports or detailed drawings /diagrams using desktop publishing (DTP) or computer aided design (CAD).
- The post holder is responsible for taking and transcribing formal minutes,
- The post holder will regularly use computer software to develop or create statistical reports requiring formulae, query reports or detailed drawings /diagrams using desktop publishing (DTP) or computer aided design (CAD), or (c) responsible for maintaining one or more information systems where this is a significant job responsibility.
- The post holder is responsible for adapting / designing information systems to meet the specifications of others.

Research and development

- Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

Freedom to Act

- Expected results are defined but the post holder decides how they are best achieved and is guided by principles and broad occupational policies or regulations. Guidance may be provided by peers or external reference points.

Physical effort

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

Mental effort

- There is a frequent requirement for concentration where the work pattern is unpredictable.

Emotional Effort

- Occasional exposure to distressing or emotional circumstances, or frequent indirect exposure to distressing or emotional circumstances, or occasional indirect exposure to highly distressing or highly emotional circumstances.

Working conditions

- Exposure to unpleasant working conditions or hazards is rare.

Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
Qualifications	Degree or equivalent experience plus further training and experience to post graduate diploma level equivalent		
Experience	Evidence of managing people Ability to deliver multiple objectives concurrently Experience within the health service environment Previous experience as an Executive Assistant at Chairman/CEO level Ability to delegate effectively		
Knowledge	High level of computer literacy and knowledge of software packages Ability to understand and interpret statistical data, format and general reports Evidence of being able to make decisions Ability to prioritise and plan own work and work of others High level of effective communication and interpersonal skills, both written and oral Ability to analyse and communicate complex and sensitive information Well-developed influencing and enabling skills across hierarchies Self-motivated and able to act on own initiative and ensure delivery		

	Ability to plan, manage and implement work activities in time constrained environment and to take account of wider political and organisational sensitivities Strong interpersonal skills underpinned by a confident and professional manner Proven ability to act and ensure delivery to target deadlines High level secretarial skills including minute taking Ability to work autonomously and deliver to challenging deadlines Ability to establish, monitor and review office management systems and processes Preparation of presentations and briefing papers A demonstrated commitment to high professional and ethical standards, in a diverse workplace Ability to analyse and solve complex and conflicting priorities Ability to use own judgement, and determine when to escalate concerns		
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Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults' policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your everyday practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.

Job Advert: Executive Assistant to Chief Officer

Band 7 | Executive Office | Isle of Wight NHS Trust

We are looking for an experienced, highly organised and compassionate Executive Assistant to provide senior-level support to the Chief Officer at Isle of Wight NHS Trust.

This is a rewarding role at the heart of the Executive Office, where you will help ensure communication is clear, actions are followed through and colleagues across the organisation feel supported. You will bring professionalism, judgement and discretion to a fast-paced and confidential environment, helping us provide responsive and well-coordinated support for patients, staff and our wider communities.

Main duties of the role

- Provide confidential and proactive support to the Chief Officer.
- Manage complex communications, correspondence, diaries and meetings.
- Prepare agendas, papers, briefings, presentations and formal minutes.
- Work collaboratively with colleagues and stakeholders to support timely responses and follow-up actions.
- Maintain effective office systems and support continuous improvement.
- Line manage and support the Personal and Executive Assistant team, promoting a positive and inclusive working environment.

About you

You will be an experienced Executive Assistant or senior administrator with excellent organisational, communication and interpersonal skills. You will be calm under pressure, able to manage competing priorities and confident handling sensitive information with care and discretion.

You will be educated to degree level or have equivalent experience, with further training and experience to postgraduate diploma level equivalent. Experience of people management, supporting senior leaders, preparing high-quality papers and minutes, and working within a health service environment would be advantageous.

What we offer

You will join a professional, friendly and collaborative Executive Office team where your contribution will be valued. This is an opportunity to play an important role in supporting senior leadership, effective administration and the delivery of excellent care for the communities we serve.

How to apply

If you are motivated, compassionate and highly professional, and you enjoy working in a trusted role where no two days are the same, we would be delighted to hear from you.

For an informal discussion about the role, please contact the recruiting manager.