

## SINGLE CORPORATE SERVICES

### EXECUTIVE OFFICE

<b>Job title:</b>	Executive Assistant	<b>To be completed by HR</b>  <i>SCS 019</i>
<b>Reporting to:</b>	EA to CEO & Chair	
<b>Accountable to:</b>	Chief of Staff	
<b>Pay Band:</b>	6	

#### Job summary

- To manage the business office and provide full executive assistant support for one Executive Officer, based across two sites, with potential additional support to cover a Deputy/Deputies as required.
- The post-holder will act as the main point of contact for all matters, on behalf of the Executive Officer, for all internal and external stakeholders.
- Provide high level, confidential support, on a wide range of matters at the highest level, maximising the Executive Officers time to the greatest efficiency and value, working without supervision and in a pro-active manner.

#### Specific Core Functions

- The post holder will need to be able to operate independently in a diverse office environment, without supervision, with the ability to use their own initiative by pre-empting problems and resolving conflict.
- Act as the initial point of contact with internal and external stakeholders, which may include but is not limited to, Government ministers, senior civil servants, local councillors, senior NHS executives. and all other agencies including the media, in an efficient and courteous manner.
- Plan the time of the Executive Officer, without direction, to facilitate the meeting of deadlines and statutory requirements, and to ensure a balance is made between meetings and workload demands where possible.
- Manage the inbox of the executive officer, actioning and drafting responses where appropriate, disseminating sensitive information, highlighting anything urgent and monitoring deadlines.
- Ensure that the executive has all relevant papers required for meetings, summarising and/or highlighting reports and briefings as required.
- Working for an executive officer will mean that at times, you 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.
- Manage the executive officer's complex business diary, ensuring there are no conflicts, prioritising and re-prioritising meetings, and raising any issues with the executive officer. You will be responsible for ensuring that any meetings that the executive officer cannot attend, is

covered by an appropriate member of the executive's team, which may at times be at short notice.

- Lead on the administration of various corporate, statutory and ad-hoc meetings. This will involve the co-ordination of multiple diaries, venue planning, drafting agenda, circulation of papers, formal minute taking and carrying out any necessary follow-up actions.
- Prepare papers and presentations for meetings, external adjudications, and other audiences on behalf of the executive officer to ensure that the Trust is presented professionally and meets the scrutiny of external agencies in legal and complex matters.
- Manage and maintain an efficient, electronic filing system, which will allow a timely response within the requirements of the Data Protection Act, the Freedom of Information Act and Trust Policy.
- Manage annual leave and sickness for your executive's team, ensuring the relevant policies are adhered to and information is updated on the appropriate systems (i.e. Healthroster).
- Support your executive director with any financial transactions required within their budget, following up any queries, ensuring timely review and sign-off of invoices, expenses, and other documents, and raising requisitions via SBS.
- Liaise with the People and OD team in relation to managing recruitment, retention, induction, development and appraisals on behalf of the executive.
- Manage travel arrangements and expenses for your executive.
- Undertake research to provide information requested by the executive.
- Promptly and accurately produce letters, reports, spreadsheets, minutes, presentations and other documents as requested.
- Review and revise office procedures to ensure compliance with Trust Policy and office processes.
- Collate and produce information in the required format and make the necessary arrangements for awards, appraisals, and annual reviews.
- Manage own time to sustain a high level of productivity, concentration and focus despite frequent interruptions and an unpredictable workload.
- To work as a team member of the Executive Admin team, providing assistance and cover to colleagues as appropriate in order to ensure service demands are met. This includes covering periods of annual leave and unexpected absences.

## **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.

### **Knowledge, Training and Experience**

- Understanding of a range of work procedures and practices, which require expertise within a specialism or discipline, underpinned by theoretical knowledge or relevant practical experience.

### **Analytical and Judgement**

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

### ***Planning and organising***

- Planning and organisation of a broad range of complex activities or programmes, some of which are ongoing, which require the formulation and adjustment of plans or strategies.

#### **Physical Skills**

- The post requires developed physical skills to fulfil duties where there is a specific requirement for speed or accuracy. e.g., 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.

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#### **Financial Management**

- Authorised signatory for cash/financial payments
- Responsible for the purchase of some physical assets or supplies
- Monitors or contributes to the drawing up of department/service budgets or financial initiatives
- Holds a delegated budget from a budget for a department/service

#### **Management/Leadership**

- Responsible for day-to-day supervision or co-ordination of staff within a section/function of a department/service
- Regularly responsible for the provision of basic HR advice.
- Responsible for day-to-day management of a group of staff.
- Responsible for the delivery of core HR advice on a range of subjects.

#### **Information Resources**

- The post holder records personally generated information.
- The post holder is responsible for taking and transcribing formal minutes,

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#### **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 / there is an occasional requirement for prolonged concentration.

#### **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**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>	<b>How criteria will be assessed</b>
<b>Qualifications</b>	Full range of administrative policies and procedures, acquired through training and relevant experience to degree level or equivalent. High level of computer literacy and knowledge of software packages. Experienced in using Windows-based operating systems with knowledge of work processing, spreadsheets, databases and presentation software Comprehensive experience of using internet systems and MS Office or equivalent		
<b>Experience</b>	Three years experience within the NHS working at executive/senior level or Five years experience outside the NHS in an equivalent role or administrative level	Previous experience of working in a clinical area would be advantageous.	
<b>Knowledge</b>	Ability to organise Ability to make administrative/procedural decisions and judgements Diary management Proven customer care skills Track record of delivery to tight deadlines when working under pressure Ability to communicate effectively, tactfully and sensitively in writing and orally, with a good telephone manner	Overall understanding of current health service sector issues Knowledge of the organisational structure of the health service	

	Proven skills in minute-taking and clerking meetings Ability to deal with a high volume of correspondence, emails and telephone calls Ability to act quickly and effectively at all times Adaptable and flexible and able to cope with change Maintain confidentiality Ability to produce presentations		
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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 every day 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.