

SINGLE CORPORATE SERVICES

Digital Service

Job title:	Digital Business Support & Personal Assistant	To be completed by HR <i>Job Reference Number 2021/015</i>
Reporting to:	Chief Digital Officer	
Accountable to:	Chief Digital Officer	
Pay Band:	5	

As part of the Single Corporate Service, this role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

The intention for the existing primary work locations to remain unchanged as there is no desire to change base locations unnecessarily. However, as the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel from time to time. The staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

Job purpose

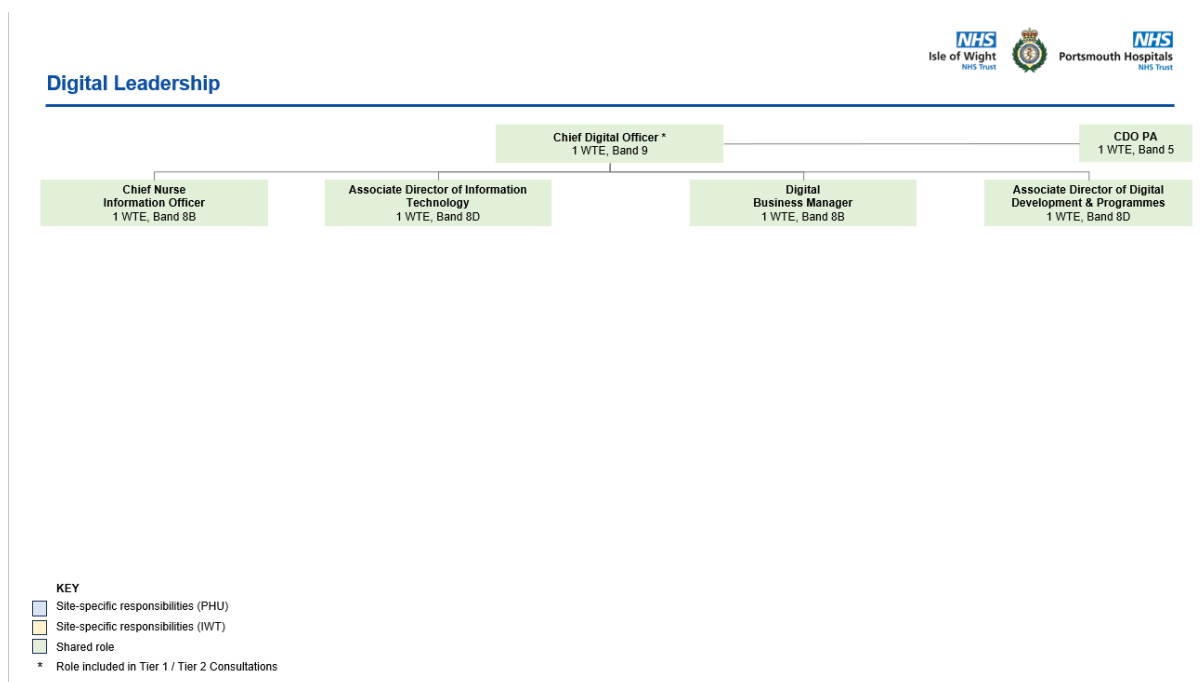
The post holder is a key member of the Digital Division and is expected to work flexibly to ensure high quality administration and Executive Assistant support is provided at all times, enabling the Chief Digital Officer (CDO) and the Senior Management Team to function effectively and to provide and support a positive image of the Trust.

Job summary

- The post holder will be responsible for a high level of administrative duties, managing their workload and take decisions within defined administrative policies. Plan and manage the Chief Digital Officer and Deputy Chief Digital Officers' diaries ensuring their time is utilised to full effect and ensuring internal and external meetings are robustly organised.
- Provide confidential and timely inbox management to the CDO and act as the point of contact, dealing and responding effectively with queries and passing on relevant information sensitively. Manage and prioritise all incoming and outgoing correspondence, initiating responses and drafting where appropriate.
- Produce high quality reports, presentations, letters and other correspondence on behalf of the CDO.
- Full support and facilitation for a variety of senior level meetings including producing and distributing papers in a timely manner. Chasing outstanding actions and taking minutes.
- Provide administrative support for Committees and Sub-Committees which are within the CDO's remit.
- Ability to provide support to Senior Management Team as and when required.
- Plan, prioritise and manage complex and conflicting workloads.

- The postholder will operate as a key member of the Digital Business Support Team, working alongside Digital Business Partners and senior leaders to provide comprehensive administrative, coordination, and business support. This will include financial and procurement activity, governance and assurance processes, workforce and wellbeing support, communications activity, and the coordination and production of high-quality papers for senior leadership, programme, and Trust-level meetings.
- The post holder is a key member of the team whose overarching goal is to enable, promote and support the effective use of data, information, knowledge and technology to improve, inform and support a portfolio of projects, services, and initiatives.
- The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their line manager.
- The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the division and the organisation.

Organisational Chart



Specific Core Functions

- Support the CDO with ESR Staff Portal in ensuring changes are completed correctly to reflect changes within the department.
- Supporting the CDO and senior managers with approving or changing annual leave when required through the Healthroster system,
- Contributing to the maintenance of effective IT Department communications and team building. Including; assistance with the preparation and production of material for Trust and Team briefs and; development, preparation and publication of content on the Department's own intranet site
- Diary planning and management, including resolution of conflicting requests and commitments
- Monitoring & housekeeping of e-mail account, including opening, sorting & prioritising of e-mails, progression of e-mails requiring attention/action and timely dispatch of outgoing e-mail

- The post holder will be required to maintain constructive relationships with a broad range of internal and external stakeholders. Participate in relevant internal and external working groups/projects, services, and initiatives to provide information to strategic leads.
- Work with members of the team to develop and implement project data collection systems that will provide accurate and timely data. Communicate information and issues, including briefings and reports, to strategic managers as appropriate.
- Support working relationships between members of staff being mutually supportive with staff deputising and covering for each other when appropriate.

Key Responsibilities

Communication and Working Relationships

- Facilitate meetings and be proactive in ensuring that the agendas, papers and minutes are produced and circulated in accordance with the schedule of meeting dates.
- Prepare draft responses, reports, and other agenda items for Executive level meetings and source other associated documents ensuring that work is produced in an accurate and timely manner.
- Arrange pre-meets where necessary and taking and transcribing formal minutes/action notes (as applicable) within tight deadlines.
- Maintain rolling programmes and action trackers for meetings and chase updates on a regular basis.
- Ensure distribution of documents for meetings and or information is undertaken in a timely and efficient manner and reflects agreed quality standards.
- Be responsible for the safekeeping of highly confidential documents for the CDO
- Initiate staff change forms and manage annual leave records and appraisal records on behalf of the CDO.
- Maintain an efficient bring forward system for the CDO as required, ensuring that papers for meetings are available as required. Ensure that an efficient and effective filing system is maintained at all times.
- Maintain a high level of liaison with all stakeholders and partners
- Manage multiple tasks and activities in parallel and set priorities to meet Trust goals.
- Organise cost effective travel arrangements for the CDO and digital team and confirm arrangements.
- Excellent listening skills, as well as tact and diplomacy in dealing with patients and staff
- Ability to communicate complex and/or sensitive information in a range of formats for varying audiences (e.g. staff, senior managers, clinicians) as well as external agencies
- Excellent oral and written communication skills - ability to communicate effectively at all levels using a range of medium, strong oral and written communication
- Well-developed interpersonal and effective communication skills which build good working relationships
- Well-developed presentation skills and able to deliver complex information to a variety of audiences

Analytical and Judgement

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

Physical Skills

- The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. keyboard skills

Planning and organising

- Support implementation of projects, services, initiatives through timely and relevant information analysis and administrative support, in accordance with the agreed priorities of the team
- Deliver against agreed objectives, achieving quality outcomes.
- The post holder will be the first point of contact for the CDO and (Deputy CDO?). The post holder will be required to deal with upset, angry and distressed staff who have contacted the Executive Team. This will require the post holder to be courteous, use tact, diplomacy and empathy when dealing with complaints/concerns.
- The post holder will be required to resolve simple queries from staff, for instance providing signposting, information and taking accurate and relevant messages, ensuring that they are responded to in a timely manner.
- The post holder will be required to liaise with a range of colleagues, using their judgement as well as organisational policy on how best to respond to complaints or concerns.
- The post holder will be required to provide hospitality, on behalf of the CDO and senior digital leaders, to all visitors both internal and external.

Policy and Service Development

- Propose changes to own projects, services, initiative work, informing policy and making recommendations for more effective delivery.
- Contribute to the review and development of existing project information management systems and contribute to the development of an integrated approach to project management.
- The post holder will be required to follow policies and procedures within own service area. The post holder will be required to make suggestions for wider policy issues that extend beyond their role.

Financial Management

- Contribute to the financial administration of the agreed portfolio ensuring it is delivered on time in accordance with the CDOs' requirements.
- To be responsible for raising purchase orders and single tender waivers as appropriate ensuring that all purchase orders, paying of invoices and ordering processes are completed in a timely manner.
- This post is not directly responsible for a budget; however, this post does have an indirect impact on pay and non-pay budgets ensuring that necessary supplies are maintained.

Management / Leadership

- Arrange regular one-to-one sessions with the CDO's direct reports ensuring venues are booked and reflect meeting requirements.
- Provide support and direction to new or less experienced colleagues.
- The post holder will be responsible for agreeing their objectives with the CDO and managing their own personal development plan as well as maintaining their own mandatory training and proactively identify any personal training required pertinent to the role.
- The post holder should inform line manager and attend training if/when a need is identified.

Information Resources

- Carry out timely and accurate information analysis and reporting on agreed areas of portfolio and present findings in an agreed manner.
- Develop and maintain databases required by the job.
- Maintain administrative and information resources.

Research and development

- Undertake auditing of projects, services, initiatives as required.
- Carry out web based and publications research.
- Actively support and contribute to the development of key performance indicators for the successful assessment of performance

Freedom to Act

- Following standard procedures and policies work autonomously, using own initiative, knowledge and decision-making skills to provide, receive and communicate high level, complex or sensitive information at all levels from within the organisation, across the NHS and to partner organisations.
- Ability to work as part of a team and work flexibly to provide support to other departments and teams as and when necessary.
- Ability to work on own initiative and organise own workload with minimal supervision working to tight and often changing timescales.

Physical effort

- There is a frequent requirement for sitting or standing in a restricted position for a substantial proportion of the working time

Mental effort

- There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention

Emotional Effort

- Occasional exposure to distressing or emotional circumstances

Working conditions

- Requirement to use Visual Display Unit equipment more or less continuously on most days.

Person Specification

Criteria	Essential	Desirable	<i>How criteria will be assessed</i>
Qualifications	<ul style="list-style-type: none"> • Training and relevant experience equivalent to Degree Level 	<ul style="list-style-type: none"> • Knowledge of NHS management processes • To be able to demonstrate in-depth 	Application and Interview

	<ul style="list-style-type: none"> • Comprehensive IT skills, with a high level competence in Outlook, Word and PowerPoint • Previous experience as a PA or senior secretary with advanced administrative & secretarial skills • Previous experience of working in a complex organisation • Experience in minute taking/formal note taking experience 	<p>understanding of NHS national targets and priorities</p> <ul style="list-style-type: none"> • Demonstrate a working knowledge and understanding of working with NHS Senior Managers • Demonstrate an understanding of internal systems and structures within the organisation and organisational policies and procedures • PRINCE 2 project management short course or other project management experience 	
Experience	<ul style="list-style-type: none"> • Ability to prioritise & reprioritise with a 'can do' attitude to work demands • Confident, approachable and positive with well-developed negotiation & persuasive skills • Handle and convey sensitive and confidential staff/ organisational/ patient information with tact, discretion and integrity • Strong interpersonal skills, able to engage easily and motivate others and build good working relationships • Work autonomously, efficiently and accurately to strict deadlines in a busy office with frequent interruptions 	<ul style="list-style-type: none"> • Forward thinking, conscientious and motivated to improve service provision within remit of role • A highly motivated individual with evidence of continued personal development 	Application and Interview
Knowledge	<ul style="list-style-type: none"> • Highly computer literate and have a good working knowledge of Windows Packages, including Word & Excel & PowerPoint • Highly developed organisational, planning, motivational and delivery skills and able to help to organise others 	<ul style="list-style-type: none"> • Ability to understand and disseminate complex and differing concepts • Innovative proactively presenting ideas for improvement • Statistical and quantitative data analysis and ability to 	Application and Interview

	<ul style="list-style-type: none"> • A team player who is self-motivated, manages & prioritises own work with minimal supervision • Flexible & adaptable and an accomplished completer /finisher with attention to detail • Ability to exercise own judgement and initiative effectively when prioritising work to manage conflicting priorities and able to work under pressure to tight deadlines • Ability to maintain confidentiality at all times 	collate information and draft reports	
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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 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 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 adult's policies and procedures
- 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 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.