

Ref no: 029240417
From: Public
Date: 24/04/17
Subject: Executive Assistant post

REQUEST & RESPONSE

1. The job description, (or nearest equivalent) to Executive Assistant post to Directors at your organisation.

See below.

2. The agenda for change banding and matched job report including scoring.

Executive Assistant, matched against Business Administration Manager		
1. Communication & Relationship Skills	4	Complex and sensitive information, barriers to understanding
2. Knowledge, Training & Experience	5	Indepth diploma = Exec diploma + NVQ level 4 and experience more than 5 years
3. Analytical & Judgemental Skills	3	Range of facts and situations - more than straightforward choice of options
4. Planning & Organisational Skills	3	Wide range professional and other agencies
5. Physical Skills	3	Advanced keyboard skills - need for accuracy and speed
6. Patient / Client Care	1	Incidental patient contact
7. Policy & Service	1	Follows policies and may comment upon
8. Financial & Physical	2	Handles cheques and portable equipment
9. Human Resources	1	Demonstrates in own area
10. Information Resources	3	Trust and informal minutes
11. Research & Development	1	R & D necessary for own work area
12. Freedom To Act	3	Uses own initiative and decides when to call upon supervisor
13. Physical Effort	2	Frequent requirement for sitting in restricted area
14. Mental Effort	2	Occasional requirement for concentration
15. Emotional Effort	2	Frequent indirect exposure
16. Working Conditions	2	Frequent VDU use and cramped office condition
	333	Band 5

Job Information	
Job Title:	Executive Assistant
Directorate/Service:	Executive Office
AfC Band:	5
Accountable to:	Executive Office Manager
Accountable for:	N/A
Base Location:	Whiston
Job Code:	

Job Summary
<p>The Executive Assistant is required to support the Director to deliver his/her part of the Trust's corporate objectives as well as his or her responsibilities in any relationships or activities the Director may participate in across a wider local or national footprint. He/she will undertake a wide range of managerial and administrative tasks, including taking personal responsibility for a range of delegated projects and business. This is in addition to providing a comprehensive administrative service to ensure the smooth running of the Director's office.</p> <p>The Executive Assistant also operates in a wide network of communications, and must at all times promote sensitivity and tact, to ensure the effective achievement of key result areas.</p>

Dimension & Context of the role
<p>The Executive office is overseen by an Office Manager, who also supports the Chief Executive and Chairman of the Trust. Together with five Executive Assistants and an administration assistant, support is given to eight Executive Directors and five non-Executive Directors to ensure the smooth running of the Executive office and the achievement of the Trust's corporate objectives.</p>

Key Responsibilities
<p>KEY DUTIES</p> <ul style="list-style-type: none"> • Research key policy areas to support broader objectives within the department and the wider Health Economy to support the business agenda i.e. Health Protection Agency Look back exercises, proposals and recommendations for Board administration, implementation and maintenance of the new Consultant Contract • Provide a link to the Department of Health and other local and National agencies at the highest level on a range of issues managed by the Directors. • Maintain an up to date confidential list of all appropriate contacts for the Director. • With the Chief Executive's Assistant, coordinate the Senior Management Team Time Out sessions. • Undertake specific projects, as dictated. • Manage the Director's office and ensure that the Director is appropriately

briefed in advance of scheduled meetings. Responsibilities include:

- Initiating, commissioning and coordinating briefings from senior staff
 - Gathering and extracting information from a range of sources
 - Topping and tailing documents and providing first draft briefings as appropriate
- In the event of planned absence, ensure there is appropriate administrative support for the Director's office and work with other Executive Assistants to enable cover to be maintained for other Directors, the Chief Executive and Chair.
 - Manage all incoming mail/email, including prioritisation, commissioning briefings, directing others to take action and ensuring timely responses from them, disseminating information and ensuring that deadlines are met.
 - Establish systems and processes, which ensure compliance with the Trust's policies for the procurement of goods and services necessary to the effective running of the department. Review and advise on any budgetary variations.
 - Maintain the high profile, standards and quality of governance in all departmental business both internally and externally.
 - Manage processes appropriately when coordinating visits to the Trust. Ensuring effective communications with other relevant parties including Department of Health, Ministers, Government offices and own Executive team colleagues.
 - Draft and commission responses to letters and queries addressed to the Director.
 - Source and gather information for the Director to support their business (locally and the wider NHS – e.g. policy areas).
 - Prioritise the Director's workload effectively to ensure that meetings and reports are provided in a timely fashion ensuring the Director also has 'thinking time'.
 - Manage a forward planning system to ensure that deadlines are met with other team members and colleagues in other directorates or teams.
 - Develop and maintain understanding and knowledge of the broad spectrum of work areas that the Director is responsible for in order to maximise the support given to the Director and to support decision making. Within planning processes it is essential to be able to accommodate proactive and reactive situations.
 - Manage the review, development and implementation of post specific operating procedures which comply with governance arrangements and which support effective working practices.
 - Initiate, manage and administrate conferences and events for which the Director has lead responsibility.

- Manage/lead ad-hoc delegated projects as required.
- Attend and report back from meetings as required.
- Provide support with the recruitment of and guidance for departmental and directorate administrative/secretarial staff.
- Undertake any other reasonable duties required.

CLINICAL & PROFESSIONAL RESPONSIBILITIES

- Take every reasonable opportunity to maintain and improve professional knowledge.

ADMINISTRATIVE RESPONSIBILITIES

- Organise the diary and commitments of the Director including the scheduling, facilitation and minuting of formal / informal meetings as required.
- Manage the Director's travel and accommodation arrangements.
- Maintain and update post-logging system to track correspondence.
- Deal with telephone and personal enquiries.
- Ensure that a high quality and timely support is provided (utilising relevant Microsoft Office packages) when producing correspondence, reports, e-mails, presentations, project plans and spreadsheets.
- Maintain effective office systems, making maximum use of technology with the ultimate aim of achieving a paperless office.
- Ensure that files and records are stored and retrieved appropriately in accordance with the Trust's Records Management Policy.
- Provide and organise cover arrangements as necessary to ensure that the office functions are organised effectively during periods of leave.
- Provide general administrative tasks (e.g. photocopying, faxing etc).
- Ensure that correct Trust procedures are utilised when ordering goods and services.
- Liaise with patients and public, including complaints in a sensitive, helpful manner and follow-up enquiries to ensure that, where necessary, callers have been given appropriate information.
- Ensure diplomacy when liaising with senior personnel, Chief Executives, Directors, MPs and Board members and being sensitive to needs whilst maintaining a high level of professionalism.

TEACHING & TRAINING RESPONSIBILITIES

- Participate in personal objective setting and review, including creation of a personal development plan.

GENERAL DUTIES

- To observe the provision of and adhere to all Trust policies and procedures.
- To actively participate in the annual performance review to identify personal development needs
- To attend Trust Statutory and Mandatory training sessions as required and any other training courses relevant to the post.
- To fully comply with the relevant sections of the Health and Safety at Work Act. They must also understand and implement St Helens and Knowsley Hospitals NHS Hospitals Trust “Statement of Policy on Health and Safety at Work” and the Trust corporate “Health and Safety Policies and Procedures”. You are required to follow all applicable rules and procedures relating to Health and Safety at Work and to take all responsible precautions to avoid actions.
- To be aware of the confidential aspects of the post. Breaches of confidentiality will result in disciplinary action that may involve dismissal. The post holder should also be aware that, regardless of any action taken by the employing authority, breaches of confidentiality could result in civil action for damages.
- All staff will be treated with respect by management, colleagues, patients and visitors and equally staff will treat management, colleagues, patients and visitors with the same level of respect. Staff will be supported to challenge any discriminatory behaviour that may be based on differences in race, disability, language, culture, religion, sexuality, age, and gender or employment status.
- You will be expected to undertake the Trust’s commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults
- In accordance with the Health and Social Care Act 2008, the post holder will actively participate in the prevention and control of infection within the capacity of their role. The Act requires the post holder to attend infection prevention and control training on induction and at regular updates and to take responsibility for the practical application of the training in the course of their work. Infection prevention and control must be included in any personal development plan and/or appraisal.
- To adhere to relevant Code of Practice of Professional body (if appropriate)

- The duties contained in this job description are not intended to be exhaustive. The duties and responsibilities of this post are likely to evolve in line with the Trust's continued organisational development.
- The post holder must be flexible in the duties performed and it is expected that similar duties, not specifically listed above, will be carried out as required and may be cross site.

Job Title	Executive Assistant		
AfC Band/Salary Scale	5	Job Code	

Method of Assessment: 'A' Application Form 'C' Certificate/document 'T' Test/Presentation 'I' Interview

Person Specification		Essential	Desirable	Assessment
Qualifications				
1	Executive Secretary's Diploma or 5 years equivalent experience	√		A / C
2	BTEC/NVQ Level 2 in Business Studies/or equivalent qualification, or graduate seeking rapid development	√		A / C
3	Excellent typing/word processing skills, minimum RSA III or equivalent	√		A / C
4	European Computer Driving Licence		√	A / C
Knowledge & Experience				
5	Experience of working as a PA/Secretary to a Senior Director	√		A / I
6	Experience of working in a busy, complex enterprise	√		A / I
7	Experience of using Microsoft Office – Word, Excel, PowerPoint and Access	√		A / I / T
8	Experience of Microsoft Outlook or other email package	√		A / I / T
9	Experience of supporting committees and organising meetings	√		A / I
10	Experience of Board administration		√	A / I
11	Experience of working in the Civil Service or a healthcare organisation		√	A / I
12	Knowledge of medical terminology		√	A / I
Skills				
13	Excellent communication skills, both written and verbal	√		A / I
14	Excellent organisational and administrative skills	√		A / I
15	Excellent time management skills	√		A / I
16	Ability to work under pressure and to meet deadlines	√		A / I / T

17	Ability to work without supervision and use own initiative	√		A / I
18	Ability to deal with all difficult situations that may arise	√		A / I
19	Ability to work flexible and manage competing priorities	√		A / I / T
20	Consistently high standards of attention to detail and quality of work	√		A / I
21	Shorthand/Audio skills or equivalent		√	A / C / T
22	HPA Loggist trained		√	A / C
23	Ability to work as a member of a team		√	A / I
24	Ability to establish and maintain good working relationships with people from a wide range of personal and professional backgrounds		√	A / I
25	Knowledge of LEAN principles		√	A / I