

UNITED BRISTOL HEALTHCARE NHS TRUST

TRUST SERVICES

JOB DESCRIPTION

Post:	Executive Assistant to the Executive Director of Strategy and Transformation
Band:	5
Location:	University Hospitals Bristol NHS Foundation Trust, Trust Headquarters
Responsible to:	Executive Director of Strategy and Transformation
Hours:	F/T 37.5 hrs
Key Relationships:	Executive Director of Strategy and Transformation, Executive Directors, Director of Transformation, Head of Commissioning, and Administrative staff supporting the above

JOB PURPOSE/SUMMARY

1. To provide an efficient and comprehensive full personal assistant and secretarial service to the Executive Director of Strategy and Transformation, maintaining a high professional standard at all times.
2. Ensure overall smooth administration and running of the Executive Director of Strategy and Transformation's office.
3. Supports the Executive Director of Strategy and Transformation to achieve their objectives and the objectives of the wider department.
4. To support senior staff within the team, accountable to the Executive Director of Strategy and Transformation, and to provide administrative support to the Commissioning and Planning Team.
5. To organise and facilitate the function of the Clinical Strategy Group, Commissioning & Planning Group and Partnership Programme Board, including maintaining the group's workspace, and other groups chaired by the Executive Director of Strategy and Transformation.

Main Duties and Responsibilities

1. **Executive PA duties** - To provide a full and effective personal and secretarial service to the Executive Director of Strategy and Transformation and senior team including:
 - To take responsibility for correspondence and reports, which includes drafting and typing of letters and reports that require high levels of concentration in a busy office environment.
 - Preparing material, slides and presentations for meetings and conferences, using various software packages including spreadsheets.

- Maintenance of the Executive Director of Strategy & Transformation's diary, including arranging meetings, making appointments, managing the brought forward and filing system and contact database.
 - Ensuring effective diary/time management for the Executive Director of Strategy and Transformation and ensure that preparations are made for meetings including briefings where appropriate.
 - To organise workshops including booking rooms, catering, presentation equipment, liaison with presenters, drafting programmes and on the day, event management.
 - To appropriately deal with all enquiries in a responsive and professional manner to ensure a positive image at all times.
 - To liaise with all disciplines of staff, both within and outside the Trust to ensure that effective communications are maintained.
 - To receive calls and correspondence from staff or members of the public, some of which may constitute complaints.
 - To be responsible for incoming post, assessing priority and dealing with matters as appropriate, including initiating and replying to correspondence.
 - To follow up a very wide range of issues arising from correspondence, meetings and direct allocation of projects and tasks, through personal visit, telephone or correspondence and proposing solutions. Often negotiation and persuasion skills are required.
 - To order and monitor stocks of stationery supplies and office equipment for the Executive Director of Strategy and Transformation team.
 - To communicate confidential, sensitive and contentious information on behalf of, and with the Executive Director of Strategy and Transformation and other parties.
- 2. Administrative Support** - To organise a range of regular and relevant meetings (weekly, bi-monthly, monthly, quarterly) with other internal managers and external interest groups over a 12-month cycle including: the Clinical Strategy Group, Commissioning & Planning Group and Partnership Programme Board. This includes constructing the agendas and relevant paperwork and circulation of the papers, taking formal minutes, the circulation of minutes, uploading onto the intranet, following up actions and undertaking tasks as delegated by these groups.
- To work as part of the administrative team supporting the Chief Executive and Executive Directors and providing cross cover and support, and providing a welcoming, friendly and informative service to all visitors.
 - To draft briefing papers summarising key meetings as required.
 - To undertake projects including research, collecting information (including internet/intranet searches) and actioning the projects. This will entail liaising and communicating with members of the clinical, nursing and administrative staff throughout the Trust. Act as editor of Trust-wide documents/policies/plans in development receiving comments, tracking changes, providing version control etc.
- 3. Commissioning and Planning Team Support** – To provide administrative support to the Commissioning and Planning Team, including:
- Support the dissemination of contract proposals to commissioners, maintaining up-to-date contact lists and dealing with general queries.
 - Organising meetings, workshops, etc, including booking rooms, catering, presentation equipment.
 - Preparing material, slides and presentations for meetings, as required.
 - Constructing agendas and relevant paperwork and circulating papers, taking minutes, uploading onto the intranet, as required.

Filing and shredding for the team, as required.

4. Human Resource – Act as a resource for the team on key HR administrative processes providing guidance as required. Arrange and manage the following:

- To monitor and record annual and sickness leave for the Executive Director of Strategy and Transformation team.
- To manage the process of recruitment of staff in the Executive Director of Strategy and Transformation team.
- Maintain an accurate record of staff individual Performance Development reviews (IDPRs) for the Strategy and Transformation team, and ensure that these are scheduled when due.
- Maintain an accurate record of Statutory Training for the team, and ensure staff are reminded to book on for training when due.
- Ensure that the team are and aware of, and adhere to processes and procedures within the area.
- To track expenditure against budgets held by the Executive Director of Strategy and Transformation and members of the team, including the co-ordination of all invoices within these budgets.

General Information:

Job Descriptions

All job descriptions are subject to review. Job holders are expected to be flexible and be prepared to carry out any similar or related duties which do not fall within the work outlined. Any review will be undertaken by the line manager, in consultation with the post holder.

Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- take reasonable care of themselves and for others at work
- to co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Senior Management (including all Senior Clinical and Non-Clinical Managers)

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities.

Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers

Each manager is responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place.

Health and safety issues are dealt with at the lowest level of management practicable.

Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

Clinical Governance

Clinical Governance is the framework through which this Trust is accountable for continuously improving the quality of its services and safeguarding the high standards of care. It does so by creating and maintaining an environment in which excellence in clinical care will flourish.

Every member of staff must work within this framework as specified in his/her individual job description. If you have concerns on any clinical governance matters these should be raised with your line manager, professional adviser, or a more senior member of management. Your attention is also drawn to the Trust guidance on Raising Concerns about Provision of Patient Care.

You have a responsibility for contributing to the reduction of infections.

The Working Time Regulations 1998

You are required to comply with Trust policy on implementation of the Working Time Regulations, including declaration of hours worked and breaks taken, completing written records if required, and reporting any instances where your pattern of working hours may constitute a health and safety risk to yourself, patients, the public or other Trust employees. You have the right not to be subjected to any unlawful detriment by reporting any concerns under the Regulations.

Additional Work

You are required to disclose any additional work you undertake or are planning to undertake for another employer. The Trust will permit you to undertake this additional work providing the Trust is satisfied that this does not conflict with the interests of the organisation, performance of your normal duties or with the requirements of the Working Time Regulations.

Person Specification for Executive Assistant to Executive Director of Strategy & Transformation

Education and Qualifications:

QT1	Degree level or equivalent	E
QT2	Formal typing/word processing qualifications (RSA II/III)	E
QT3	Evidence of commitment to continuing personal development	E
QT4	ECDL Trained/possess a MS office competency certificate or have equivalent level of experience	E

Experience:

E1	Previous experience as an Executive Assistant to an Executive Director	D
E2	Experience of working in an executive team environment supporting individual projects and administration	E
E3	Experience dealing with the public, Directors, Senior Managers both on the telephone and in person	E
E4	Knowledge of a full range of administrative and organisational policies and procedures	E
E5	Demonstrated ability to develop and monitor activity budgets	D
E5	Previous experience of the NHS	D

Skills/Abilities:

SA1	Excellent organisational and administrative skills with a high level of accuracy	E
SA2	Ability to quickly understand complex concepts and prioritise accordingly	E
SA3	Ability to use Microsoft Office or evidence of training in MS Office applications	E
SA4	Excellent communication and interpersonal skills in order to build and maintain positive working relationships with internal colleagues & external clients	E
SA5	Ability to work as part of a team	E
SA6	Ability to work under own discretion and initiative with a methodical and organised approach without supervision	E
SA7	Proven ability to meet deadlines and work under pressure with skills relating to prioritisation, delegation and time management	E
SA8	Ability to communicate effectively and appropriately both written and verbally with a wide range of people within and outside the Trust	E
SA9	Proven ability to persuade others	E
SA10	Understanding of the sensitivity and confidentiality of much of the Executive Director of Strategy and Transformation's work and handling such work in an appropriate manner	E
SA11	Accurate keyboard skills; typing speed of 50wpm, audio and copy typing skills	E

Aptitudes:

A1	A positive, friendly disposition and self motivator	E
A2	A pride in the quality and accuracy of your work and attention to detail	E
A3	Co-operative, helpful and flexible attitude to work	E
A4	Enjoys challenge and demonstrates resilience	E
A5	Genuine interest in the structure and work of the Trust and consequently in relationships with other organisations	E
A6	Willingness to undertake training and develop additional skills	D
A7	Forward thinking, innovative and proactive approach to work	E