

JOB DESCRIPTION

JOB TITLE:	Personal Assistant to Head of Service
BAND:	Band 4
LOCATION:	Kings Park Unit Bournemouth
ACCOUNTABLE TO:	Head of Service Vaccination Programme and Trust Directors
LINE MANAGER:	Head Of Integrated Vaccination Service
KEY RELATIONSHIPS:	Specialist Service Managers Locality Managers Team Leaders Other members of the Trust as necessary Other external partnerships to the Trust
HOURS OF WORK:	This is a full-time post of 37.5 hours per week. The post holder may be required to work flexibly to meet the needs of the service.
JOB PURPOSE:	<ul style="list-style-type: none">• To take overall responsibility for the provision of comprehensive and efficient administrative and secretarial support• To coordinate the workload of the Head of Service• Provide support in the organisation and coordination of Directorate meetings• To carry out diary and communications management, development and maintenance of electronic filing systems• To communicate highly complex or sensitive information

MAIN DUTIES AND RESPONSIBILITIES:

1. ADMINISTRATIVE

1.1 To provide a high standard of PA and project support ensuring all PA, administrative and clerical support are met in a timely and efficient manner.

1.2 To undertake a range of administration tasks at a senior level which will include a wide range of duties including drafting responses, preparing and distributing reports, minutes, agendas and other documents, accurately and to deadlines, filing, photocopying and in a way which reflects the professionalism of the Trust.

1.3 To manage and maintain an up to date electronic diary system, liaising with a wide range of people both internally and externally, to plan the most effective use of the Head Of Service time in the face of conflicting priorities and changing deadlines.

1.4 To manage, scrutinise and prioritise all incoming and outgoing correspondence and e-mails, initiating responses on behalf of the line managers (where appropriate) using own initiative and judgement whilst ensuring accurate and timely despatch of information to other parts of the Trust.

- 1.5 To ensure all typing is completed promptly and efficiently.
- 1.6 To take responsibility for the day to day management of the forward file, ensuring all work items are monitored, progress tracked, and replies are received in advance of deadlines, drafting responses on behalf of the line manager.
- 1.7 To demonstrate a high level of discretion and confidentiality while ensuring that responses to deadlines are met.
- 1.8 To receive and respond to incoming telephone calls, acting as a first point of contact for most callers, including staff and people from a wide range of organisations, determining their requirements and taking appropriate action.
- 1.9 To act as an ambassador for Dorset HealthCare NHS Foundation Trust in terms of telephone and internal contacts as a friendly and competent point of access to the Trust for external organisations.
- 1.10 To manage travel and accommodation arrangements for the line managers or team, assessing and making accurate judgements of the time commitments involved and to exercise time management skills, in order to minimise disruption to the time of the managers.
- 1.11 To take minutes of meetings, typing and distribution of minutes and supporting papers
- 1.12 To develop and maintain good and effective working relationships with a wide range of people both within the Trust and externally to ensure that communication and liaison between the departments are effective and information is given and received in a timely manner.
- 1.13 To maintain adequate stocks of stationery.
- 1.14 To use computer networks effectively and on a daily basis, which will entail sitting in the same position for prolonged periods of time.
- 1.15 To perform tasks that require frequent periods of prolonged concentration, involving use of computers, planning and preparing documents.
- 1.16 To provide reciprocal cross telephone cover, within the department when required.
- 1.17 A high degree of flexibility is therefore required in order to meet the needs of the organisation.
- 1.18 To adhere to administration procedures and systems and implement administrative policies in consultation with the line manager.
- 1.19 To work independently on all aspects of role, exercising maximum autonomy and control whilst recognising when it is appropriate to seek advice or assistance from a senior member of staff.
- 1.20 To perform tasks that require frequent periods of prolonged and intense concentration, involving use of computers, planning and preparing documents.
- 1.21 To work collaboratively with other Personal Assistants to ensure that Personal Assistant resources are used flexibly to meet the demand, including providing assistance in times of particular pressure in any area.

PERSON SPECIFICATION

PERSONAL ASSISTANT TO HEAD OF SERVICE, Band 4

1. Knowledge, skills and training		Essential	Desirable	Assessment method
1.1	NVQ level 3 or equivalent level of knowledge of office procedures	Yes		Application form and certification
1.2	RSA level 3 or equivalent level of knowledge of software programmes	Yes		Application form and certification
1.3	5 GCSE passes at grade C or above, or equivalent, including English and Mathematics	Yes		Application form and certification
1.4	Evidence of self-development or training in administration and/or office practices, including update training on software applications	Yes		Application form and interview
1.5	Evidenced continuous professional development record		Yes	Application form and interview
1.6	Demonstrates commitment to a professional and high level service a professional attitude to own work and the needs of others	Yes		Interview
1.7	Advanced keyboard/touch typing skills	Yes		Interview
1.8	Familiarity with Microsoft Office packages	Yes		Interview
1.9	Ability to use own initiative within sphere of responsibility, with minimal guidelines and set targets and standards for self within the parameters of the role	Yes		Interview and references
1.10	Excellent Minute taking skills	Yes		Application, interview and references

1.11	Ability to manage and prioritise all incoming and outgoing correspondence, initiating responses where required	Yes		Interview
1.12	Evidence of excellent communications skills, both verbal and written, with an ability to effectively apply negotiating and influencing skills	Yes		Application, interview and references
1.13	Demonstrated ability at exercising tact and diplomacy	Yes		Interview and references
1.14	Demonstrated ability to analyse situations and to creatively apply resolutions	Yes		Interview and references
2. Job specific experience		Essential	Desirable	Assessment method
2.1	Recent previous experience within a comparable role	Yes		Application form, interview and references
2.2	Extensive experience of working with senior level staff and in managing confidential issues and matters	Yes		Application form, interview and references
2.3	Recent previous experience of working within a customer focused environment	Yes		Application form, interview and references
2.4	Recent previous experience of arranging meetings for others and diary management	Yes		Application form, interview and references
2.5	Previous experiencing of working within defined secretarial/administrative procedures	Yes		Application form, interview and references
2.6	Experience of managing and coordinating complex administrative systems and processes, ensuring that deadlines/due dates are met	Yes		Application form, interview and references

3. Business travel		Essential	Desirable	Assessment method
3.1	Subject to the provisions of the Equality Act, able to travel using own vehicle on Trust business	Level 2*		Driving licence and interview
4. Additional requirements		Essential	Desirable	
4.1	Demonstrable skills in written and spoken English, adequate to enable the post holder to carry out the role effectively	Yes		Interview

***Essential / desirable car user definitions**

Level 1 – (Essential) post holder is required to:

- travel an average of more than 3,500 miles a year;
- or travel an average of at least 1,250 miles a year; and necessarily use their car an average of 3 days a week; or spend an average of at least 50% of their time on such travel; including duties performed during the visits;
- or travel an average of at least 1,000 miles a year and spend an average of 4 days a week on such travel, including the duties performed during the visits.

Level 2 – (Essential) users who use their own vehicles for official journeys other than in the circumstances described under Level 1 above.

Level 3 (Desirable) non- car users who may exceptionally be required to travel on Trust business where such journeys could also be reasonably be made by public transport.