

## Job Description

**JOB TITLE:** Directorate Specialty PA  
**DIVISION:** Medicine  
**GRADE:** Band 4  
**REPORTS TO:** Administration Manager  
**ACCOUNTABLE TO:** Speciality General Manager

### About NUH



1. **Patients** - We will ensure our patients receive consistently high quality, safe care with outstanding outcomes and experience
2. **People** - We will build on our position as an employer of choice; with an engaged, developed and empowered team that puts patient care at the heart of everything it does
3. **Places** - We will invest in our estate, equipment and digital infrastructure to support the delivery of high quality patient care
4. **Performance** - We will consistently achieve our performance standards and make the best use of resources to contribute to an affordable healthcare system
5. **Partners** - We will support the improvement of the health of the communities we serve through strong system leadership and innovative partnerships to deliver integrated models of care
6. **Potential** - We will deliver world-class research and education and transform health through innovation

**Our values are: Caring and helpful; Safe and Vigilant for our patients and colleagues; Being Clinically Excellent and driving innovation to meet the needs of our patients; Using our Resources wisely whilst; Providing Quality products, services and experiences for staff and patients**

## **JOB SUMMARY**

Working as part of a team the post holder will support the provision of a high quality secretarial and administrative service to Consultants, and clinical teams to ensure the typing of clinics is completed accurately and within the set timeframe together with any other administrative duties. The post holder must exercise initiative to organise their own workload within defined deadlines.

The post holder will have line management responsibility within the secretariat.

The role/duties of the post are outlined above. In undertaking this role, the employee will be expected to behave at all times that is consistent with and actively supports the Trust values which are listed below.

## **KEY JOB RESPONSIBILITIES**

- To manage Advice & Guidance requests
- Accurately transcribe clinical letters using Winscribe, producing high quality work within defined deadlines.
- Use judgement and initiative to prioritise the importance/urgency of tasks within defined guidelines
- Establish and maintain admin systems/databases
- Dealing with incoming mail, results/reports management
- Attending/organising meetings, take minutes.
- Ensure RTT patient data quality is accurate.
- Key point of contact for consultant
- Communication link to directorate management team, regarding consultant leave/service issues
- Dealing with consultant queries/visitors, managing consultant diary.
- Telephone calls inbound/outbound relating to patients specific care, in a confidential manner.
- Typing of non-clinical letters as required.
- Liaise with Waiting List Co-ordinators to ensure patients are treated within breach dates
- To support and mentor new staff.
- Share responsibility with line manager for own personal development.
- Undertake HR related tasks, appraisals and recruitment.
- Undertake any other duties which may be reasonably required.

## **GENERAL DUTIES**

In addition to the key job responsibilities detailed in this job description all employees at Nottingham University Hospitals NHS Trust are expected to comply with the general duties detailed below:

### **Infection Control**

To maintain a clean, safe environment, ensuring adherence to the Trust's standards of cleanliness, hygiene and infection control.

### **Safeguarding children, young people and vulnerable adults**

Nottingham University Hospitals is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff and volunteers are therefore expected to behave in such a way that supports this commitment.

### **Information Governance**

All staff have an individual responsibility for creating accurate records of their work and for making entries into and managing all NHS records effectively in line with the Health Record Keeping Policy and other Health Records and Corporate Records Management policies and procedures in order to meet the Trust's legal, regulatory and accountability requirements.

### **Health and Safety**

To take reasonable care to prevent injury to themselves or others who may be affected by their acts or omissions.

To co-operate fully in discharging the Trust policies and procedures with regard to health and safety matters.

To immediately report to their manager any shortcomings in health and safety procedures and practice.

To report any accidents or dangerous incidents to their immediate manager and safety representative as early as possible and submit a completed accident/incident form.

To use protective clothing and equipment where provided.

Whilst the aim of the Trust is to promote a co-operative and constructive view of health and safety concerns in the organisation, all staff must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

### **Governance**

To actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

### **Health and Wellbeing**

Employees are expected to take all reasonable steps to look after both their physical health and mental health. To support employees to achieve this NUH offers a wide range of health and wellbeing activities and interventions. The full programme can be viewed at on the staff intranet.

Line managers are expected to encourage and support staff to look after their health and wellbeing, including the release of staff to attend health and wellbeing activities and interventions.

### **General Policies Procedures and Practices**

To comply with all Trust policies, procedures and practices and to be responsible for keeping up to date with any changes to these.

### **JOB REVISION**

This job description should be regarded as a guide to the duties required and is not definitive or restrictive in any way. The duties of the post may be varied from time to time in response to changing circumstances. This job description does not form part of the contract of employment.

### **Service Review**

A strategic review of all Trust services is taking place, as a result of which some services, or parts of some services, may transfer from one campus to the other. This will be decided in accordance with the most appropriate way to provide the best healthcare for patients in the future and all staff will be fully consulted on about the impact of any such decisions.

**Job description reviewed by: JP**

**Date: May 2018**