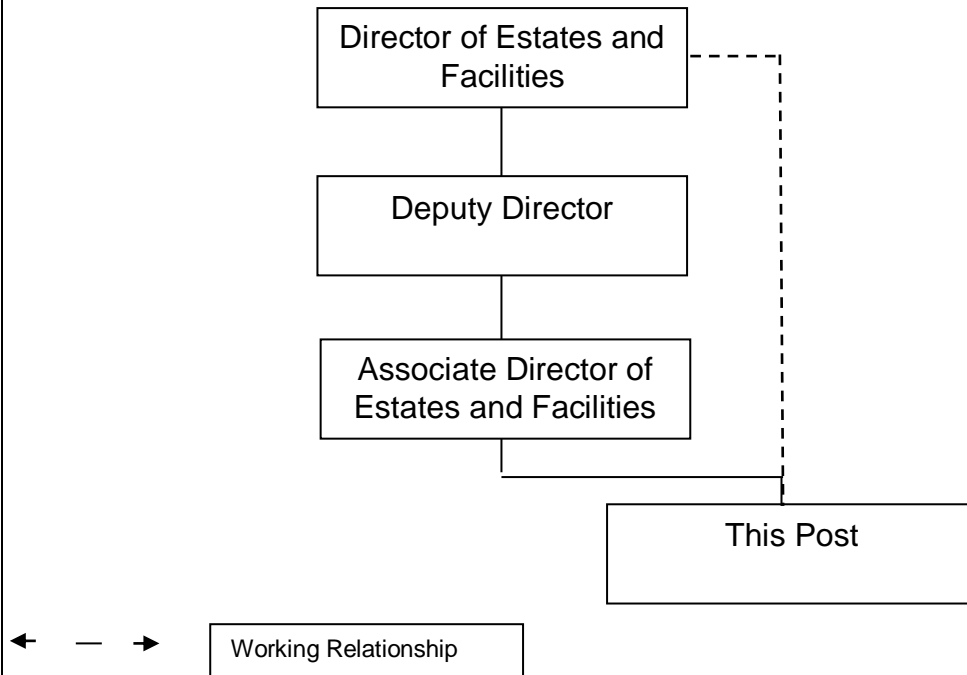


Job Description

1. Job Details	
Job title:	PERSONAL ASSISTANT / ADMINISTRATOR
Current Job grade:	BAND 4
Reports to (Title):	ASSOCIATE DIRECTOR OF ESTATES AND FACILITIES
CMT:	N/A
Department/Ward:	ESTATES AND FACILITIES
Location/Site:	LINCOLN

2. Job Purpose
<ul style="list-style-type: none"> • To provide comprehensive administrative and personal secretarial support to Director of Estates and Facilities. • To provide administrative and personal secretarial support to other members of the Estates and Facilities team when required. • Develop effective and constructive relationships within the Trust, and with colleagues in other Trusts, Primary Care Trusts, the Strategic Health Authority, and the wider health community, to ensure clear and consistent communication. • Work as a member of the wider Estates and Facilities team to ensure a consistent and positive approach to the achievement of objectives.

3. Organisation Chart



4. Duties

DUTIES SPECIFIC TO THIS INDIVIDUAL POST

- Develop and maintain a system to ensure policies/procedures relevant to the **Director of Estates and Facilities** role are updated and distributed appropriately.

PERSONAL ASSISTANT

- To provide a comprehensive and confidential administrative and secretarial support service to the **Director of Estates and Facilities**. This comprehensive support will include typing, filing, administrative and personal secretarial duties, including e-mail management, message management etc.
- To type up correspondence, reports, tables, and other documents including project plans and Gantt charts, in an accurately presented format, from audio, manuscript, shorthand or email, utilising the IT systems, e.g. e-mail, word processing, Excel, PowerPoint and other software packages.
- To support Trust and external groups for which the **Director of Estates and Facilities** has lead responsibility. To be responsible for the organisation of such meetings including administration, preparation and circulation of the agendas and supporting documentation.
- To attend meetings to record minutes, notes and action required at Lincoln at any of the sites across the Trust. To ensure that attendees and in particular the **Director of Estates and Facilities** are clear with regard to any action necessary within agreed timescales.

- Monitor and action, if appropriate, e-mails received by the **Director of Estates and Facilities**.
- To plan, arrange and diarise appointments and maintain an electronic diary for the **Director of Estates and Facilities** organise seminars and conferences liaising with internal personnel and external agencies as required. In organising such events both on and off site, to ensure the efficient administration of the events including facilities management, equipment, refreshments, booking arrangements etc.
- To systematically search the web on behalf of the **Director of Estates and Facilities** particularly in relation to the **Director of Estates and Facilities** policy and strategy, and to bring these to the attention of the **Director of Estates and Facilities** and appropriate members of the team.
- To ensure that an efficient and effective brought forward system is available for the **Director of Estates and Facilities**, particularly in their role when they are frequently off site, ensuring that appropriate supporting documentation or files are readily available in advance of business commitments.
- To be responsible for the **Director of Estates and Facilities** filing system, both on paper and computerised, ensuring compatibility of files, easy access, making maximum use of shared information, electronic filing and software packages and ensuring confidentiality of stored documentation.
- To undertake key projects on behalf of the **Director of Estates and Facilities** and his/her/their team. These projects include development and maintenance of a system to ensure policies/procedures are updated and distributed.
- To liaise with external agencies on behalf of the **Director of Estates and Facilities** including DOH, Social Services, Trent SHA and Primary Care Trusts.
- On behalf of the **Director of Estates and Facilities**, co-ordinate the annual leave arrangements for the directorate.

CORPORATE DUTIES

- To work flexibly to ensure that tasks are carried out appropriately and efficiently, including a willingness to provide cover for absent colleagues.
- To be aware of the Trust's Policies and Procedures
- To be aware and ensure compliance with Health & Safety Regulations in relation to the Job Function.
- To cover meetings for colleagues to record notes, minutes and action required, including meetings of the Executive Team, Executive Board, Trust Board and Trust Sub-Committees at any of the Trust's sites.
- To undertake any other tasks commensurate with the post.

5. Physical and Mental Skills

Knowledge & Experience

- The ability to use a keyboard with a high degree of speed, efficiency and accuracy
- The ability to search and download information from the internet
- To provide an efficient and highly confidential secretarial service to the **Director of Estates and Facilities**
- To ensure that quality standards are maintained
- An understanding and ability to prioritise work in order to meet required deadlines
- Ability to organise meetings, conferences and other functions
- Experience working as part of a team and assisting/covering leave for colleagues
- Experience attending meetings and producing minutes

Skills

- Good written and communication skills
- Ability to use own initiative
- IT skills to EDCL standards
- Flexibility and adaptability

Behaviour

- Flexibility, adaptability and the ability to deal with change and the demands of the post
- Maintain confidentiality
- Good interpersonal and communication skills at all levels

6. Responsibilities of the Post Holder

United Lincolnshire Hospitals Trust is committed to providing consistently excellent and safe patient-centred care for the people of Lincolnshire, through highly skilled, committed and compassionate staff working together. We do this by putting our patients at the centre of all that we do and providing the best quality care with passion and pride. We have a set of values that inform every action we take and every decision we make. They are the foundation of what United Lincolnshire Hospitals NHS Trust stands for, and encompass a desire in all of us to provide the highest quality of care to patients and each other.

All staff are required to advocate, champion and demonstrate the below values and behaviours

Patient centred	I am fully committed to providing the very highest standards of care to our patients
Safety	I do everything I can to keep my patients and my colleagues safe
	I keep my environment clean and tidy
	I recognise when something is going wrong and I have the courage to do something about it
Compassion	I show a genuine concern for my patients and my colleagues
	I communicate well with others, listening and showing an interest in what they have to say
	I am positive, approachable and friendly
Respect	I treat my patients and my colleagues with dignity and respect
	I work openly and honestly as part of an effective team
	I keep my promises and do what I say I will, when I said I will, or I will provide an explanation if I can't
Excellence	I will always go the extra mile and improve things for my patients and my colleagues
	I am competent to carry out my role and committed to my personal and professional development
	I will share good ideas and best practice and encourage my team members to do so too

7. Freedom to Act

- The post is managed
- A requirement to work on own initiative with minimal supervision
- To prioritise own workload to meet required deadlines and be responsible for achieving results within guidelines set out by Trust policies

8. Physical, Mental and Emotional Effort Required

- A willingness and ability to work as a member of the team, working with colleagues to provide effective secretarial support to the Estates and Facilities Team
- The postholder is required to meet deadlines and respond to urgent requests on a regular basis
- The ability to concentrate for long periods of time, often in distracting conditions, is essential
- The postholder can often be sat in set positions for long periods of time using a keyboard
- There is verbal contact with patients, carers, other members of staff from across the Trust, external agencies and local authorities. This can be emotionally draining, particularly when dealing with patients and their families who telephone/write to complain with regard to treatment.

9. Outline of Working Conditions

- There is a necessity to work with VDU equipment for a large part of the day
- There is occasional exposure to verbal abuse from complainants which can vary in intensity
- The post holder may occasionally be required to travel between Trust sites. He/she therefore needs to be willing/able to drive.

Person Specification
Post ofPersonal Assistant/Administrator.....

Job Related Criteria	Essential	How Identified	Desirable	How Identified
Qualifications (Academic, Professional & Vocational)	GCSE English Grade C or above (or equivalent qualification) Good standard of English, to be able to spell and produce work with accurate grammar Be familiar with a variety of software packages including Microsoft Word, PowerPoint, Excel spreadsheets A secretarial qualification RSA III word processing qualification (or equivalent)	<ul style="list-style-type: none"> • Application Form • Certificates • Interview • Typing Test 	Shorthand skills 60 wpm 5 GCSE's Grade C or above (or equivalent qualifications)	<ul style="list-style-type: none"> • Interview • Application Form • Certificate • Practical Test
Previous Experience (Nature & Level)	Experience of preparing agendas, attending meetings and taking and recording minutes Secretarial experience	<ul style="list-style-type: none"> • Application form • Interview 	Experience of supporting Senior Managers and Directors of a large organisation Prior working within an NHS setting	<ul style="list-style-type: none"> • Application form • Interview

<p>Evidence of Particular:</p> <ul style="list-style-type: none"> - Knowledge - Skills - Aptitudes 	<p>Competent audio typist – at least 40wpm</p> <p>Computer literate to high standard – experience of using a number of software packages including Excel Microsoft, PowerPoint.</p> <p>Ability to prioritise work effectively in order to meet deadlines</p> <p>Ability to work on own initiative</p> <p>Ability to write standard letters to routine correspondence and to type other documents, table, etc</p> <p>Good communication skills (in writing and on the telephone)</p> <p>Ability to understand context for discussions at meetings and to distil the key points into minutes and action plans</p> <p>A full range of proven secretarial skills</p> <p>Ability to evidence/demonstrate key values and behaviours in line with the Trust framework:</p> <ul style="list-style-type: none"> ➤ Patient Centred ➤ Safety ➤ Compassion ➤ Respect and ➤ Excellence 	<ul style="list-style-type: none"> • Application form • Interview • Certificates 	<p>Computer literate to ECDL standards</p>	<ul style="list-style-type: none"> • Application form • Interview
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Specific Requirements	Adaptable to change and the needs of the service Ability to maintain confidentiality Ability to work within a team environment with shared responsibilities to ensure service is sustained Willingness to attend meetings to record minutes at any of the Trust's sites	<ul style="list-style-type: none"> • Application Form • Interview 		
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Job Description Agreement

I declare that I have read the Job Description and Person Specification and confirm that this is an accurate and fair description of the role.

Signature