

1. GENERAL INFORMATION

Job Title:	Executive Personal Assistant
Location:	Longbow House, Shrewsbury
Hours of Work:	30 hours per week, Monday – Friday, 9.00 – 3.00pm (to include occasional early evening working hours)
Responsible To:	Senior Project Manager
Responsible For:	Nil

2. JOB SUMMARY

To provide high quality secretarial and administrative support to members of the Executive Management Team, the Chief Executive Officer, the Medical Director, the Director of Finance & IT, the Head of Operations, The Head of HR and the Company Chairman.

You will be responsible for taking detailed notes and transcribing these into formal minutes for the statutory meetings of the Organisation.

You will have extensive experience of taking formal minutes of Board or other statutory committee meetings ensuring the minutes of the meetings are of high quality, are an accurate record of the discussion and decisions made by the members.

You will also ensure that the corporate admin and clerical function within the Organisation operates to the highest possible standards, ensuring efficiency and effectiveness at all times.

The post holder will work with; Clinical Commissioning Groups and commissioning support organisations, partner organisations, including the local authority, providers and the community and voluntary sector.

3. MAIN DUTIES AND RESPONSIBILITIES

The Post Holder will:

Ensure a full range of clerical/administrative support service is established across the Executive Management Team and Board Functions.

- Acting as a first point of contact for the delegated officers dealing with routine matters and providing briefing as required.
- Organising and attending the corporate meetings as allocated and ensuring the agendas and papers are distributed within the allotted timeframes set out by the Chief Executive Officer.
- Take notes and write these up electronically ensuring that they accurately reflect the decisions and discussion that took place during the meeting.

- Ensure that responsibilities and ownership are clearly indicated within the minutes.
- Disseminate the minutes in a timely manner to ensure that the information can be easily discerned, communications are clear and any actions are made within the given timeframes.
- Screening incoming telephone calls, e-mails and general enquiries ensuring that appropriate messages are relayed or action taken.
- Co-ordinating and proactively managing the diary of the allocated officers prioritising appointments to ensure effective use of time.
- Arranging the allocated officers' correspondence including drafting, typing and proof reading documents.
- Ensuring that appropriate briefing material and supporting papers are available for meetings using an effective bring forward system.
- Document control the management of correspondence as required by the Executive Management Team, using opportunities to explore and improve efficiency of service.
- In conjunction with colleagues, provide high quality and efficient typing (including audio typing) service, supporting the Executive Management Team in all aspects of administration which enables information to be filed and retrieved quickly, as and when required.
- Ensure files and records are kept appropriately and in line with the IG standards.
- Collecting and analysing information as requested.
- Liaising with colleagues from across the NHS and wider on behalf of the allocated officers.
- Make a positive contribution to excellent communications internal and external to the Company, with all member practices and key stakeholders locally and nationally.

4. PROBATIONARY PERIOD

This post is subject to the requirements of a six month probationary period for new staff only.

5. STANDARDS OF BUSINESS CONDUCT

The post holder will be required to comply with Shropdoc Policies and Procedures and , at all times, deal honestly with Shropdoc, with colleagues and all those who have dealings with Shropdoc including patients, relatives and suppliers.

All Shropdoc staff may be involved directly or indirectly with people who are receiving a health service. Therefore, Shropdoc is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.

6. PROFESSIONAL REGISTRATION

- i. If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for Nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.
- ii. You are required to advise Shropdoc if your professional body in any way limits or changes the terms of your registration.
- iii. Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action which may result in the termination of your employment.
- iv. If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore throughout your employment with Shropdoc, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

7. CONFIDENTIALITY and INFORMATION GOVERNANCE

All staff may have access to confidential information about patients, staff or any Shropdoc or Health Service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under statutory legislation (Data Protection Act) and Shropdoc's Disciplinary Procedure.

All staff must act within legislation, policies and procedures relating to information governance

8. DATA PROTECTION AND THE DATA PROTECTION ACT 1998

If you have contact with computerised data systems you are required to obtain, process and/or use information held on a computer or word processor in a fair and lawful way. To hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

All staff who contribute to patients' health records are expected to be familiar with, and adhere to, Shropdoc's Records Management Procedure. Staff should be aware that patients' records throughout Shropdoc will be subject to regular audit.

All staff who have access to patients' records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with Shropdoc Records Management Procedure.

All staff have an obligation to ensure that health records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting the offer of their position, they agree to maintain both patient/client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act 1998.

9. HEALTH AND SAFETY

All staff must act within legislation, policies and procedures relating to Health and Safety

All staff must attend statutory/mandatory training as instructed

All staff must be familiar with Shropdoc's Health and Safety Policy, including a thorough understanding of personal responsibilities for maintaining own and the health and safety of others.

10. RISK MANAGEMENT

All Shropdoc employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

The post holder will ensure compliance with Shropdoc's risk management policies and procedures. These describe Shropdoc's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm and stress and that all staff have a responsibility to minimise risk.

11. INFECTION CONTROL

All staff are required to be familiar with Shropdocs infection control policies and procedures and national guidance in relation to infection control. All staff whose normal duties are directly or indirectly concerned with patient care must ensure that they complete mandatory

infection control training and are compliant with all measures known to be effective in reducing Healthcare Associated Infections.

12. SAFEGUARDING

Shropdoc is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities and to raise any concerns as appropriate. An overview of Safeguarding is covered during induction and staff will be required to attend additional training regarding Safeguarding relevant to their position and role.

13. EQUALITY, DIVERSITY AND HUMAN RIGHTS

The post holder will treat all colleagues, service users and members of the public with respect and dignity regardless of their gender, age, race, religious beliefs, religion, nationality, ethnic origin, social background, sexual orientation, marital status, disability, criminal background and Trade Union status. Shropdoc has a policy on Equality and Diversity and it is the responsibility of all staff to ensure that it is implemented and contribute to its success.

14. HARASSMENT AND BULLYING

Shropdoc condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff are requested to report any form of harassment and bullying to their line manager or to the Personnel Manager or any other Manager within Shropdoc.

15. QUALITY

It is the responsibility of all staff to adhere to company procedures as defined in the Quality Manual, ensuring high quality in patient care at all times. Shropdoc conducts its patient care and related services:

- Through a commitment to good patient care and to the quality of its clinical practices
- By ensuring that all patient care and related services are conducted according to established protocols and specified requirements;
- By requiring all personnel to be familiar with and trained in the quality policy, the quality management system and related documentation, practices and administration
- Through commitment to provide patients, Member GPs and associated LHBs and PCTs at all times with a service that confirms to Shropdocs quality management system which itself complies with BS EN ISO 9001.

16. TRAINING

All staff must attend statutory /mandatory training as instructed.

17. NO SMOKING POLICY

There is a smoke free policy in operation in Shropdoc. In accordance with this policy smoking is discouraged and is not permitted anywhere within the buildings or within 15 metres of Shropdoc main buildings.

18. REVIEW OF THIS JOB DESCRIPTION

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. The Job Description will be reviewed at least annually in conjunction with the post holder. Any changes will be made in discussion with the post holder according to service needs.

19. JOB DESCRIPTION AGREEMENT

Post Holder's Name:

Post Holder's Signature: Date:

Line Manager's Name:

Line Manager's Signature: Date:

Person Specification

Executive Personal Assistant

(Supporting our Policy on Equal Opportunities in Employment)

Shropshire Doctors Co-Operative has declared its commitment to equality of opportunity in employment and set standards which enhance individual rights protected at law. These are set out in the written Policy document which is freely available to applicants for employment and to existing staff.

Job title:	Executive Personal Assistant
Department:	Admin

Specification	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> ▪ RSA III Typing, Text or Word Processing or equivalent ▪ Good standard of general education 	<ul style="list-style-type: none"> ▪ Evidence of recent learning/development at higher level, ECDL or equivalent ▪ Shorthand or speedwriting qualification
Experience and knowledge	<ul style="list-style-type: none"> ▪ Knowledge of board governance structures ▪ Experience of working with Senior Directors/Officers ▪ Experience of taking formal Board level notes and transcribing into formal minutes ▪ Experience & knowledge of Microsoft computer packages ▪ Significant secretarial and general office experience ▪ Experienced in the use of email, and electronic diary management ▪ Experience of setting up office systems ▪ Staff management 	<ul style="list-style-type: none"> ▪ Experience of working in the NHS/Local Government
Skills and abilities	<ul style="list-style-type: none"> ▪ Ability to be proactive and work on own initiative ▪ Excellent organisation skills, including convening meetings, managing diaries and making travel and accommodation arrangements ▪ Good written skills and the ability to present information in a clear, concise written form ▪ Excellent interpersonal, listening and communication skills ▪ Ability to prioritise own work and change priorities to meet demand 	<ul style="list-style-type: none"> ▪ Ability to organise limited administrative resources to meet the needs of the users of the service

Skills and abilities ctd	<ul style="list-style-type: none"> ▪ Ability to work within a clear policy of confidentiality ▪ Ability to be persuasive, diplomatic discreet and practical 	
Personal attributes	<ul style="list-style-type: none"> ▪ Confidence to liaise with staff at all levels within and outside the organisation. ▪ Ability to meet deadlines 	<ul style="list-style-type: none"> ▪ Experience of working with the public ▪ Ability to work well under pressure ▪ Willingness to undertake any appropriate training and development

Supporting Information

Executive Personal Assistant

SYSTEMS AND EQUIPMENT

There will be a regular requirement to develop and create notes, minutes and reports using computer programmes and software.

Collect and analyse information as requested.

Use the internet and other points of reference to research information as requested.

Ensure that files and records are stored appropriately according to their sensitivity/confidentiality in accordance with the Records Management Policy and that they can be retrieved on request.

PHYSICAL SKILLS

Be skilled in the use of word processing and Microsoft Office packages to ensure efficient and effective working.

Advanced keyboard, touch typing and audio skills.

Be familiar with standard office equipment, i.e. computer, photocopier.

DECISIONS AND JUDGEMENTS

Will plan and prioritise own workload, bring matters that need attention to the allocated Officer in a timely, effective and appropriate manner to ensure all deadlines are met.

Will work to achieve agreed objectives and is given freedom to work within broad relevant organisational policies.

COMMUNICATIONS AND RELATIONSHIPS

The post holder will liaise with staff at all levels within the organisation as well as other NHS organisations and non-NHS organisations and needs to establish and maintain relationships to gain the co-operation of others.

PHYSICAL EFFORT

Frequent requirement for sitting and standing in a restricted position for a long period e.g. inputting on a keyboard, photocopying, filing.

Frequent requirement for light physical effort for several long periods and occasional requirement for moderate physical effort over short periods e.g. archiving, putting away supplies.

MENTAL EFFORT

Frequent concentration, unpredictable workload.

Required to work with a high level of concentration whilst dealing with interruptions from the telephone, other staff and professionals.

Need to multi-task with ability and change jobs quickly.

Manage time and prioritise workload.

EMOTIONAL EFFORT

Dealing with sensitive and confidential material.

Constant interruptions.

WORKING CONDITIONS

Use of VDU daily.

FREEDOM TO ACT

Works within policies and procedure, work is managed rather than supervised.