

## **1. GENERAL INFORMATION**

Job Title: PA/Office Manager (Maternity Cover)

Location: Longbow

Hours of Work: 37.5 per week Monday – Friday 0900-1730 (1 hour lunch)

Responsible To: HR Director

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## **2. JOB SUMMARY**

To provide comprehensive administrative support to the multidisciplinary Executive Management Team based at Longbow enabling the effective commitment to continuously improving systems and services to all concerned.

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## **3. KEY TASKS AND RESPONSIBILITIES**

### **PA/Administrative Support**

- 3.1 To ensure effective and proactive administrative support to Council, Chief Executive and Chairman to include typing of correspondence, minute taking, diary maintenance.
- 3.2 To provide effective administrative support to the Executive Management Team including secretarial support, arranging meetings, co-ordinating diaries and any other items as may be required on a day to day basis.
- 3.3 To organise meetings as requested to include Council, Area, Triage, Celebrating Success Training Days, Seminars and Annual General Meetings to include issuing agendas, minute taking, gaining sponsorship where necessary.
- 3.4 To undertake minute taking for other meetings as requested.
- 3.5 To ensure an overview of the Enquiries and Feedback Inboxes ensuring all queries are responded to or directed to the appropriate person for response.

- 3.6 To assist with compilation of Weekly and Monthly Briefs including the subsequent publishing. Liaising with key management, collating information and updates relevant to all staff for inclusion. To continually develop and restructure content as necessary in order to address company needs.
- 3.7 To develop and co-ordinate issue and feedback from Corporate Team Briefings

### **Office Management**

- 3.8 To oversee the maintenance of the condition of the office and relevant other facilities, arranging for necessary repairs including the arrangement of regular testing for electrical equipment and safety devices.

### **Social Media and Website**

- 3.9 Maintain Shropdoc's website, Facebook, Twitter and other on line platforms. This will include taking a pro-active day-to-day lead on gathering high quality content including news, case study, blogs, events etc. using effective images where necessary to generate information for web pages, social media and briefs.
- 3.10 Working with the IT Manager ensure organisation's website is regularly refreshed, evolving, and fit for purpose. This will include working with the company's website developers to manage website appearance and functionality.

### **General Duties**

- 3.11 To liaise as relevant with UHUK Business Manager and ensure company updates and briefings are fed back for distribution in UKUK Newsletters.
- 3.12 To undertake the answering of telephone calls ensuring this is done promptly and efficiently and assist with all general enquiries and meeting and greeting visitors as required.
- 3.13 To provide general support where required within the administration team along with ensuring that skills are kept up to date where relevant for any cross cover required in times of sickness and absence of other members of the admin team.

## **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 Holders Name: .....

Post Holders Signature: ..... Date: .....

Line Managers Name: .....

Line Managers Signature: ..... Date: .....

**Person Specification**  
**PA/Office Manager (Maternity Cover)**  
**(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.

**The under mentioned are the job-related requirements for this post**

<b>Requirement</b>	<b>Essential</b>	<b>Desirable</b>	<b>Evidenced by</b>
<b>Education and qualifications</b>	<p>ECDL or equivalent</p> <p>Good general education at least minimum of 5 GCSE's or equivalent (including English and Maths)</p>	<p>NVQ Level 4 or equivalent (or equivalent experience) in business administration</p>	<p>Application Form</p> <p>and</p> <p>Interview</p>
<b>Experience</b>	<p>Demonstrable PA or high level administration experience.</p> <p>Experience in the preparation and editing of Board papers and associated documents.</p> <p>Experience of producing effective minutes and Agendas</p> <p>Experience of posting to social media channels (e.g. Facebook and Twitter)</p> <p>Office Management experience</p>	<p>Experience of responsibility of maintaining and organisations social-media platforms</p> <p>Experience of uploading content to websites</p> <p>Experience of google analytics</p> <p>Experience of working in a sector such as NHS</p>	<p>Application Form</p> <p>and</p> <p>Interview</p>
<b>Skills/Abilities</b>	<p>Excellent communication skills both oral and written with the ability to collate and present information to others</p> <p>Strong IT skills including Word, Excel, Visio and Powerpoint</p>	<p>Ability to work in a multi-disciplinary environment</p>	<p>Application Form</p> <p>and</p> <p>Interview/Test</p>

	<p>Excellent administration skills with experience of planning, organising and managing own workload whilst working to deadlines</p> <p>Attention to detail, flexible, adaptable and prepared to be 'hands on'.</p> <p>Ability to work calmly, flexibly and effectively in a busy environment</p> <p>Ability to handle confidential information with complete discretion and integrity</p> <p>Able to adapt to fluctuations in workload</p> <p>Ability to use own initiative and exercise good judgment</p>		
<b>Knowledge</b>	<p>Advanced knowledge of Microsoft Office applications to present and analyse information</p> <p>Knowledge and experience of posting to social media channels (i.e. facebook and twitter)</p> <p>Knowledge of office and administrative procedures and processes</p>	Knowledge of sharepoint	<p>Application Form</p> <p>and</p> <p>Interview/Test</p>
<b>Other attributes</b>	<p>Able to operate in, and to positively contribute to the work of a very busy team.</p> <p>Confident self starter with a professional and credible manner</p> <p>Ability to build good relationships</p> <p>Good sense of humour</p> <p>Enthusiastic and self motivated</p>		<p>Application Form</p> <p>and</p> <p>Interview</p>



<b>Other general requirements</b>	<p>Ability to attend work on a regular basis and meet the requirements of the role with any reasonable adjustments which have been notified and arrangements made under the Equality Act</p> <p>Ability to meet the transport needs of the post</p>		<p>Application Form</p> <p>and</p> <p>Interview</p>