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| **JOB IDENTIFICATION** |
| **Job Title:**  Admin Assistant/PA**AfC Band:** Band 4**Department(s):** Corporate Nursing**Directorate:** Nursing, Midwifery and Allied Health Professions (NMAHP) Directorate**Operating Division:** Corporate Services**Job Reference:****Last Update: July 22nd 2025** |
| **2. JOB PURPOSE** |
| The post holder will be:* Responsible for providing a high level of confidential personal assistance and wider administrative support to the Deputy Nurse Director, Acute Services and Community Chief Nurses (CNs) while providing wider support to the NMAHP Directorate and Care Home Collaborative.
* The post-holder is responsible for ensuring the administrative service they provide is effective and efficient.
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| **3. ORGANISATIONAL POSITION** |
|  \*Structure is subject to change |
| **4. SCOPE AND RANGE** |
| * NHSGGC is the largest provider of health services in Scotland and one of the largest in the UK.
* NHSGGC covers a core population of approx. 1.2 million and provides specialist services to patients on both a regional and national basis.
* NHSGGC has an annual income of around £3.2 billion to deliver local, regional and national services.
* NHSGGC has an annual capital spend of £52 million.
* NHSGGC Acute Services consists of 6 teaching hospital sites, with additional teaching and research facilities for medical, nursing and allied health professionals, across all Services which have responsibility for ensuring effective partnerships with 5 universities: The University of Glasgow, Glasgow Caledonian University, The University of Strathclyde and The University of the West of Scotland and the Open University.
* The Board has three Sectors covering North, South Glasgow and South Clyde Hospitals and three Directorates with cross site responsibilities covering Women and Children’s services Regional Services and Diagnostics.
* NHSGGC works with 6 Health and Social care Partnerships within its local area (Glasgow, East Renfrewshire, Renfrewshire, Inverclyde, East Dunbartonshire, West Dunbartonshire)
* Across NHSGGC there are 178 care homes with approx. 9,287 residents and approx. 15,000 staff. Of these 134 provide services to older people
* NHSGGC works in close partnership with all NHS organisations, local authorities and other agencies to ensure that services work effectively and efficiently in tackling inequalities and underlying health problems in local communities. The healthcare challenge within NHSGGC is considerable. Many of the most deprived communities in Scotland (and in the UK as a whole) exist within the Board’s boundaries.
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| **5. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| * Provide high quality personal assistance and administrative service to the Deputy Nurse Director, Acute Services (DND Acute Services) and Community CNs while providing wider support to the NMAHP Directorate and Care Home Collaborative.
* Act as a first point of contact to those wishing to contact the relevant Senior Managers.
* Provide administration support to specialist function across the breadth of Acute, Corporate and Community Services as required.
* Deal with sensitive and high-profile information in a professional manner.
* Manage the appropriate diaries across NMAHP proficiently, by forward planning of diary commitments, ensuring effective use of time, resolving conflicting demands within a busy schedule of meeting commitments.
* Support NMAHP Business Manager in providing a comprehensive admin service to the key meetings of the Community CNs.
* Assist the NMAHP Business Manager in providing support to the Lead Nurse - Care Home Collaborative.
* Prioritise and respond to emails on behalf of DND Acute Services and Community CNs or draft more complex correspondence, responding in the interim as appropriate. Ensure that via prompting communication with relevant parties, matters receive attention on a timely basis and that outstanding replies to correspondence are progressed.
* Support necessary meetings and workstreams across the Care Home Collaborative including ensuring relevant papers are prepared.
* Cover as necessary for the Business Support Assistant – Care Home Collaborative in supporting Lead Nurse – Care Home Collaborative.
* Ensure that DND Acute Services and Community CNs are provided with all relevant papers for meetings on a timely basis.
* Ensure robust forward planning of diary commitments for DND Acute Services and Community CNs
* Assist in arranging a variety of meetings, events and conferences under direction.
* Take responsibility for making travel and related arrangements for the relevant Senior Managers, where required, through the Procurement Department procedures and keep records to facilitate production of accurate and timely submission of monthly expenses claims.
* Type a variety of documents (correspondence, reports, statistical and financial data, and presentations) using various processing systems and tools from a variety of sources with a high degree of accuracy. This includes extraction of information from spreadsheets and/or production of complex reports and presentations, collating and summarising information from a variety of sources.
* Undertake special audits or data collation as directed and required, to achieve information for management review.
* Assist DND Acute, Community CNs and Lead Nurse – Care Home Collaborative with recruitment, liaising with line managers, supervisors and the Recruitment Team to ensure paperwork is submitted and processed timeously. Arrange interviews and assist with Senior Manager in processing their paperwork dealing with vacancies and new staff.
* Maintain and keep under review relevant filing systems (including, where appropriate, electronic database systems and electronic distribution systems relevant to work area) within protocol and standing working practise for Senior Management team ensuring they are regularly identified for review to the respective managers for completeness and retention considerations always maintaining confidentiality.
* Maintain attendance, absence and sickness records for relevant designated Senior Management Team members and the staff who report to them (to an agreed level) via SSTS. Ensures that monthly returns are made for Payroll purposes following authorisation by the relevant managers/authorisers.
* Prepare indents on behalf of the DND Acute, Community CNs or for the Care Home Collaborative, and arrange with the relevant Procurement Department the processing of purchase orders, confirm receipt of goods and services as required.
* Exhibit a high level of sensitivity and political awareness ensuring the important nature of the work for the Senior Management Team is maintained at all times.
* Build collaborative relationships, with PAs and other Administration staff across the organisations and externally and, where appropriate, liaise directly with the offices of the NHS Board Chief Executives, Chairs, and Executive Directors, other health organisations, partner agencies, trade union representatives and members of the public ensuring that a customer and performance focus promotes a positive image of the organisation.
* Manage and filter face to face and Microsoft Teams meetings, incoming and outgoing correspondence and telephone calls which can be confidential and of a sensitive and/or of a contentious nature to ensure an efficient and effective service.
* Organise diary commitments by arranging meetings, suitable venues, hospitality and equipment where appropriate. Also manage attendance at seminars/courses, etc. by ensuring necessary paperwork is completed and approved and travel arrangements/accommodation are booked.
* Assist with the coordination and administration of complaints, whistleblowing, SPSO, FOIs helping ensure deadlines are met and signed off.
* Attend high level strategic or operational meetings and ensure that all necessary arrangements are made, including issuing agenda and supporting papers, writing up of minutes, their circulation, and ensuring follow up action is taken timeously with the relevant person an status reported for next meeting.
* Assist with surveys, compile statistical returns, audits, and submit reports, take forward the actions required under the direction of the DND Acute, Community CNs or Care Home Collaborative.
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| **6. EQUIPMENT AND MACHINERY** |
| The post holder will be required to utilise Information Technology systems such as * Personal Computers/Laptop Computers/iPad.
* The post holder will also be expected to have a comprehensive knowledge of current software applications e.g. Microsoft Teams; Microsoft Word; Microsoft Excel; Microsoft Access; Microsoft Project; Business Objects, Microsoft Copilot and Adobe Acrobat
* Other equipment used includes E-mail; Telephone; Scanner; Laptop & Projector for presentation purposes; Car
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| **7. SYSTEMS** |
| The post holder will be required to work with information from a series of local, regional and national NHS information databases and dashboards e.g. * Staffnet
* PECOS
* HR Service Desk
* BI Service Desk
* Any national or Local Staff Management tools, such as SSTS, eExpenses, ePayroll, eEES, eKSF, Learn Pro, Turas and Bank Staff Health Roster
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| * 1. **ASSIGNMENT AND REVIEW OF WORK**
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| * Be expected to prioritise workload and manage time effectively
* Have regular ongoing contact with their direct line manager and annual appraisals.
* Received guidance and support on a daily basis if and when required.
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| * 1. **DECISIONS AND JUDGEMENTS**
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| The post-holder will work using tact, diplomacy and professionalism at all times with a wide range of individuals including:* Clinical staff from a range of services.
* Service Managers and staff from other departments.
* Visitors to the office
* Representatives of external agencies (whether these be consultants, contractors, local authorities, voluntary sector, other health bodies, professional bodies).
* Have excellent coordinating/organisational skills with proven ability to communicate at all levels.
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| **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| * Managing a variable and extremely demanding workload whilst maintaining an acute awareness of priorities and deadlines in order to achieve objectives within timescales.
* The post-holder will, within agreed protocols, prioritise daily workload with little requirement to refer back to line manager on a regular basis
* Ensuring diplomacy when liaising with senior personnel, other Directors (Executive and Clinical), Senior Managers and being sensitive to needs whilst maintaining a high level of professionalism.
* The post-holder will often have to respond to conflicting demands of the work of the Deputy Nurse Director for Acute, Community CNs, Care Home Collaborative and wider NMAHP directorate.
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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder will communicate face to face, by Microsoft Teams, by telephone and e-mail with colleagues within NHSGGC and from across NHS Scotland Boards, Scottish Government, members of the public and patients. For example, within NHSGGC this will include; Board Nurse Director; Allied Health Professions Director; Deputy Nurse Director, Acute Services; Chief Nurses/Midwife; Assistant Chief Nurses; Service Directors; Chief Officers; Heads of Departments/Services; Senior Managers; Lead Nurses/Midwives; medical and AHP colleagues.  |
| **12. PHYSICAL, MENTAL, EMOTIONAL, ENVIRONMENTAL DEMANDS OF THE JOB** |
|  **Physical:*** + Required to spend a high percentage of the day sitting at desk using PC or similar equipment for prolonged periods of time.
	+ Fast and accurate advanced keyboard skills to produce documentation to tight deadlines.
	+ Lifting and moving files and documentation, as well as equipment including laptops, LCD projectors, and flip charts.
	+ Travelling between various sites.

**Mental:*** + Concentration and ability to meet demanding workloads to tight deadlines on a daily basis, whilst dealing with frequent interruptions resulting in reprioritisation of workload.
	+ Ability to multi-task and be proactive in actions.
	+ Patience, with the ability to recognise that own priorities may not match those of Manager or other Senior Management Team members and manage those conflicts.

**Emotional:*** + Well-developed diplomatic skills.
	+ On occasions required to react sensitively to distressed staff or public, including receiving complaints.
	+ Exposure to written information related to clinical, sensitive or disciplinary issues.

 **Environmental:*** + Generally within standard office environment, but travel to other locations will be required (e.g. for meetings, or events).
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| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| * + Recognised qualification in Administration equivalent to HNC in Secretarial Studies or Business Administration, or SVQ in Administration at Level 3, or significant relevant equivalent practical experience.
	+ High degree of organisational ability, together with excellent analytical, written and oral communication skills, with good command of the English language.
	+ Ability to handle and prioritise a diverse workload, including matters of a highly confidential and sensitive nature with diplomacy.
	+ Be able to show competence and experience in both diary and meeting management.
	+ The ability to engage with Executives, Directors and Senior staff in all disciplines, foster team working and high standards in an environment of rapidly changing priorities and tight deadlines is essential.
	+ Conversant with office procedures and systems and able to demonstrate prior experience in working in a secretarial or administrative role.
	+ Must show competence in the use of range of computer packages evidenced by experience in use of standard Software systems e.g. MS Outlook or similar e-mail systems, MS Word, MS Excel and PowerPoint or formal qualification e.g. ECDL, and be able to demonstrate advanced keyboard skills.
	+ Knowledge of the NHS environment is desirable, together with an understanding of the full range of organisational policies and procedures governing the role of the Board, its Executive and Non-Executive Directors and Senior Managers.
	+ Understanding of Technical and Nursing/Medical terminology; basic knowledge of Policies & Procedures related to eHealth e.g. Data Protection, Access to Health Records and E-mail Policy.
	+ Prepared to work additional hours on occasion and be flexible
	+ Provide support and cover for colleagues and on taking on new or different requirements as appropriate to role.
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| 1. **JOB DESCRIPTION AGREEMENT**
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| A separate job description will need to be signed off by each jobholder to whom the job description applies.**Job Holder’s Signature:****Head of Department Signature:** | **Date:****Date:** |