

# JOB DESCRIPTION

## 1. JOB IDENTIFICATION

Job Title:	Personal Assistant (Band 4)
Responsible to:	Directorate Assistant
Department(s):	General Medicine/Respiratory/Infectious Diseases/Medicine of Elderly
Directorate:	Medicine
Operating Division:	University Hospitals Services
Job Reference:	<b>245818</b>
No of Job Holders:	1

## 2. JOB PURPOSE

To provide a comprehensive administrative and secretarial service.  
Responsibility may include supervision of staff and associated duties.

## 3. DIMENSIONS

Staffing and Financial Responsibilities:

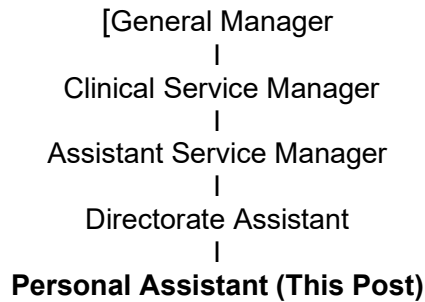
It is an expectation of the role that the Personal Assistant may be required to undertake financial responsibilities eg. Stock ordering and/or staff supervision responsibilities. During periods of extreme pressure, the Personal Assistant may be required to assist in supporting other members of the Management Team for a short period of time to be determined by the Clinical Service Manager

Financial:

These responsibilities will therefore remain within section 6, key result areas 11 & 12 of the generic job description and will apply as required.

The post is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.

## 4. ORGANISATIONAL POSITION



## 5. ROLE OF DEPARTMENT

The role of the Clinical Management Team is to:

- provide visible leadership and direction
- deliver effective and efficient clinical services
- manage all resources within the designated clinical service
- achieve all quality and performance targets
- benchmark all services ensuring they provide value for money.

## 6. KEY RESULT AREAS

1. To provide a comprehensive secretarial and administrative service to ensure smooth operation of the department.
2. Responsible for managing the manager's diary, including travel time and arrangements, to ensure effective use of time, identifying, discussing and resolving and diary conflicts. The post holder will ensure preparation and availability of necessary paperwork and information required in advance of diary commitments.
3. Responsible for managing all communication into the office including electronic, paper, telephone and face to face in support of the manager in particular during times when they are out of the office or on periods of absence. To recognise communications that are important, flagging urgent issues to the manager or other appropriate members of the management team and taking forward those communications within remit of the role.
4. To arrange and attend meetings including preparation and circulation of all associate papers / documentation, minute taking including specifying decisions made and any action points for subsequent approval by the senior member of the group. Responsible for taking forward allocated action points and to follow-up on any others to ensure parties are aware of and working towards completion timescales.
5. General administrative duties including filing, photocopying, stationery ordering, booking meetings and rooms and distribution of mail.
6. To undertake ad hoc projects from conception to completion as requested and supported by the management team.
7. Responsible for the management of employee data including inputting data and information

into the payroll and employee relations systems, managing employee files ensuring all information, including professional registrations, training is accurate, and up to date.

8. Responsible for arranging events, including training sessions, providing on-the-day administrative support as required.
9. As requested by the management team and using a variety of resources, access and retrieve information relating to specific aspects of work.
10. Input, extract, collate and summarise data from a variety of sources to enable preparation of standard verbal and written reports.
11. Responsibility for day to day supervision of secretarial and administrative staff, where required, including all associated duties.
12. Financial responsibilities may include one or all of the following:
  - Monitoring, ordering and maintaining stationery as required
  - Invoice processing
  - Authorised signatory for e.g. Petty cash
13. Responsible for the development and implementation of secretarial and administrative policies and systems to enable smooth running of the department.
14. Maintain confidentiality of all sensitive information under the Data Protection legislation and NHS Lothian Policies.
15. Working flexibly when the service requires cover in times of annual leave, sickness and increased activity.
16. Attend regular team meetings to discuss work issues.
17. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

#### **7a. EQUIPMENT AND MACHINERY**

The following are examples of equipment which will be used when undertaking the role:

- Personal Computer
- Printer
- Telephone / Answering machine
- Photocopier / Scanner
- Laptop
- Projector

- Laminator
- Guillotine
- Shredder

**Note:** New equipment may be introduced as the organisation and technology develops, however training will be provided.

## 7b. SYSTEMS

The following are examples of systems which will be used when undertaking the role:

- Office filing systems
- Patient administration system for inputting, searching, recording, storing and retrieving information (PiMS / TRAK)
- Appropriate local systems and coding where required for recording activity and producing correspondence
- Microsoft Office applications including Word, Excel, PowerPoint, Outlook, Access and Publisher
- Intranet / Internet
- Local and national databases and spreadsheets
- Staff payroll system (SSTS)
- Staff training booking system (PWA / eESS)
- Personal Development Recording System (eKSF)
- Online ordering system (PECOS)
- Incident Recording system (DATIX)

**Note:** New systems may be introduced as the organisation and technology develops, however training will be provided.

## 8. ASSIGNMENT AND REVIEW OF WORK

Workload is generated by the line manager and management team.

The post-holder will manage own workload working within defined secretarial and administrative procedures. The post-holder will have access to the line manager through monthly team meetings or as deemed necessary.

Review of performance will be ongoing. Annual review, appraisal and personal development

planning will be undertaken by the line manager in conjunction with the post-holder and in line with NHS Lothian PDP processes.

## **9. DECISIONS AND JUDGEMENTS**

The post-holder is expected to exercise judgement when responding to and dealing with enquiries to the office determining what can be dealt with within own remit and when the matter should be escalated to the line manager.

The post-holder will make decisions regarding prioritising and allocation of own workload and that of the team (if applicable) and in relation to the management of the managers diary to ensure best use of the managers time and smooth operation of the department.

All decisions and judgements will be made within the parameters of defined secretarial procedures and protocols and in compliance with current legislative timescales. The post holder's line manager and members of the management team are available to advise on more complex matters when required.

## **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

Managing own time effectively and prioritising workload to meet competing demands from service users and management team to ensure provision of a well co-ordinated, efficient and professional service at all times.

Maintaining levels of concentration required to undertake defined secretarial workload whilst responding to interruptions from enquiries.

Dealing with complaints and verbal aggression both face-to-face and on the telephone.

The diversity and complexity of the work and the range of different tasks required, e.g. when organising an event this involves preparation before the event, tasks for the actual event on the day and the follow up work that is required afterwards.

## **11. COMMUNICATIONS AND RELATIONSHIPS**

Acting as the first point of contact for staff within MDT, the post holder will be expected to communicate with a wide range of people, including the most senior personnel, both internally and externally. Highly developed communication skills requiring tact and diplomacy are necessary when responding to enquiries on behalf of the senior manager. Communication is a key part of the post and can be verbally, in writing or electronically. The post holder will have access to confidential information and therefore will need to retain the trust of management.

### *Internal Communications:*

- Support team colleagues to ensure that overall support to the Directorate is organised
- Manager and team being supported to ensure they are fully appraised of the current status of their work
- Colleagues within other Directorates, mainly to arrange meetings, liaise regarding joint pieces of work, etc.; this often involves negotiation and persuasion to reach satisfactory conclusions for all concerned

*External Communications:*

- Other organisations within the public and voluntary sector, including local authorities, other Divisions, Scottish Executive, etc.; this is mainly to arrange meetings or liaise on behalf of the senior manager regarding joint pieces of work, etc.; this again may require negotiation and persuasion to reach satisfactory conclusions for all concerned
- Private companies, mainly to book venues, catering, etc
- General public to deal with enquiries, often on behalf of management
- NHS Lothian Divisions
- Voluntary organisations
- Councils (4)
- Other Health Boards (Highland, Tayside, Borders, Dumfries & Galloway, Forth Valley, Grampian, Greater Glasgow, Lanarkshire, Orkney, Shetland and the Western Isles).

## **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS**

**Physical Demands:**

60% of work is computer based therefore required to sit in a restricted position when undertaking these duties.

**Mental Demands:**

Concentration required when entering data into various systems e.g. local databases, SSTS, etc.

Frequent interruptions requiring post holder to change from working on one task to another.

Prioritising workload in order to meet deadlines.

**Emotional Demands:**

Exposure to sensitive information which can on occasion be distressing.

Dealing with distressed, anxious patients / relatives / staff requiring use of skills of tact, diplomacy and discretion.

Actively listening to callers and dealing with issues of grievance diplomatically.

**Environmental Demands:**

Extended use of VDU when performing secretarial role.

Office conditions.

**13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

HNC/SVQIII in Secretarial Studies/ Business Administration / other relevant subject.

Previous experience in a secretarial/PA role and ability to demonstrate:

- a. Effective organisational skills and ability to manage priorities
- b. Ability to develop and implement administrative processes
- c. Oral and written communication skills
- d. Advanced keyboard skills
- e. Sound working knowledge of computer software packages including word processing, databases, spreadsheets
- f. Day to day staff supervision experience or aptitude
- g. Time management

**14. JOB DESCRIPTION AGREEMENT**

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: