

GOLDEN JUBILEE NATIONAL HOSPITAL

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Personal Assistant

Department(s): Clinical Divisions: Nursing

Job Holder Reference: 244514

No of Job Holders: 1

2. JOB PURPOSE

- The post holder will be the focal point for communication within the office/department and will be required to liaise with directorate teams including divisional managers, senior nurses, lead clinicians, consultants and support services.
- To provide effective and efficient administrative support to both Clinical Divisions Head of Nursing, cross covering other Nursing Administrator leave.
- To filter sensitive information and action as appropriate.
- To produce high quality data reports on a regular and ad hoc basis.
- Responsible for the administration of absence for staff reporting to the head of nursing management structure.
- To ensure a coordinated approach to divisional nursing meetings, overall responsibility for the management of the divisional nursing files, ensuring compliance with information governance.
- The post holder is responsible for providing a comprehensive full time personal assistance service to the Head of Nursing for HLD and NES on all aspects of their work, understanding their workload and its complexities and thus enabling them to focus on their key priorities.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

- The role is extremely specialised and diverse providing all aspects of administrative support which includes email, diary and meeting management.
- The post holder is required to assist in organising and prioritising the Head of Nursing's administrative workload to aid effective forward planning.
- To provide support to divisional nursing and service projects as appropriate, maintaining project issues and risk management logs and document configuration.
- This post holder is required to use a great deal of initiative and resource whilst exercising a high degree of confidentiality, diplomacy and tact. Excellent communication skills are necessary to ensure that information is passed on timeously and accurately.
- Inputting data and utilising reporting functions of administrative and data management systems such as SSTS and care dashboards.

5. MAIN DUTIES/RESPONSIBILITIES

Administrative and PA Support

- As an integral part of the directorate management team, to lead the efficient and effective running of the Division Office' to ensure that all enquiries are dealt with in timeously and with the provision of relevant and meaningful information.
- Deal effectively with enquiries, in person, by telephone or email using own initiative to take action or redirect queries as appropriate.
- To assist the Head of Nursing on a day-to-day basis including diary management with prioritisation of appointments & organise and coordinate matters arising from meetings/appointments and arrange further meetings if appropriate.
- Co-ordinate and participate in key meetings for the senior nursing team including

from initial planning, collating agenda items, taking minutes, taking appropriate follow-up action as required.

- To maintain an effective bring-forward system and maintain effective filing systems.
- To receive and dispatch post, linking any previous or appropriate correspondence.
- To deal with any post as necessary.
- To support the Head of Nursing and Clinical Nurse Managers in the development of reports, tables, spreadsheets and other documentation as required.
- To co-ordinate and organise regular assurance meetings and annual appraisals of direct reports to the Head of Nursing
- To maintain, review and implement operational policies and procedures related to administration services in the division.
- To co-ordinate and maintain staff files for direct reports and support the Head of Nursing in administrative duties in relation to human resource activities such as preparing letters and outcome notes for staff within a workforce policy process.
- Responsible for maintaining the divisional SSTS - collate, record and submit each month the time/absence for staff, managing the divisional SSTS records.
- Update systems with patient demographics as required.
- Manage the reporting system for all the Divisions staff relating to mandatory training and appraisals in line with the Board policies.
- To circulate all relevant information pertaining to service provision to all clinical staff as required.
- Monitor and order stationery/office equipment and support procurement processes for the Directorate.
- Carry out routine activities and non –routine activities with a freedom to act without supervision.
- The post holder must be contactable throughout the day

Resource Management

- Managing stock control and ordering of stationary supplies
- Managing and co-ordinating the ordering of one off supplies and equipment for clinical areas as requested by Head of Nursing
- Coordinating the monitoring and administration of staff resource, vacancy approval and supplementary staff reporting
- Coordinating the monitoring and administration of staff training and education planning and sourcing

Operational Management

- Assist the Head of Nursing to draw up policies and procedures for the Division in response to and in line with local and national directives.
- Provide project management support to the Division as necessary.
- Provide regular and ad hoc reports if required.
- Responsible for the collation of minutes (at a senior level), collation and dissemination of relevant information and reports.
- Responsible for document configuration for the Division - leading and coordinating the maintenance and creation of a complex range of electronic project files to ensure standardisation and continuity of service delivery.
- Planning both internal and external events in conjunction with the divisional

management team, communications team and the business development department in the hotel.

- The post holder will be responsible for own workload which includes financial and personnel administration.

6. SYSTEMS AND EQUIPMENT

Comprehensive working knowledge of all computerised clinical and non-clinical systems relevant to the role:

- Access Databases
- Telephone Redirection
- E-mail, Internet and Intranet
- Video Conferencing and Smartboard
- Photocopier/FAX/ Scanner
- Rostering Systems
- Have a detailed knowledge and competency with the use of Microsoft Office packages (Word/ Excel/ PowerPoint/ Access/ Outlook, Adobe) to manipulate and analyse data and develop reports.
- Detailed knowledge of MSTeams and use for managing teams, channels and meeting invites and functionality
- A comprehensive working knowledge of other hospital computerised systems e.g. SSTS, Business Objects, PMS, quality assurance reporting platforms
- Comprehensive knowledge/ experience of:
- Telephone Redirection
- E-mail, Internet and Intranet
- Compliance with the Freedom of Information Act, Data Protection Act and Caldicott Guidance and all statutory and local policy relating to patient confidentiality.

7. DECISIONS AND JUDGEMENTS

- The post holder works unsupervised and is responsible for managing his/her own workload and must be confident in using their own initiative in making decisions and judgements and be able to progress projects. Support and guidance can be sought from the line manager and nursing leadership team if required
- The responsibilities of this post are often unpredictable which necessitate often on a daily basis, responding to unanticipated problems on behalf of the management team in an efficient and timely manner.
- The post holder is accountable for their own actions; the Team Leaders available for reference.
- Having to work on own initiative, anticipating problems and exercising appropriate judgement in order to achieve resolution.
- Ability to co-ordinate Internal & External meetings by making judgements on how best to organise meetings within defined parameters, i.e., timescales, availability of key personnel.
- Ability to make judgements on the prioritisation of tasks and activities, where

there are competing priorities.

- Ability to interpret complex information, making judgements on its relevance for reports and escalation
- Use own initiative and act independently within the bounds of existing knowledge and skills.
- The post holder is responsible for prioritising their own workload.
- Demonstrates a flexible and innovative approach to problem solving to ensure an effective administrative/secretarial service to the Divisions Head of Nursing

8. COMMUNICATIONS AND RELATIONSHIPS

- Excellent communication skills and the requirement for forging and maintaining relationships both within and out with the organisation, under-pin many of the key expectations (or outcomes) associated with this post.
- The post holder must set up and maintain communications with various colleagues in all the directorates to ensure effective two-way information flows (both routine and ad hoc)
- Providing informal training to a range of internal staff on a range of systems.
- Use developed persuasive influencing skills, tact and diplomacy during meetings.
- Communicate and builds relationship on a daily basis with Heads of Department, Consultants /Clinical leads/ Booking Office /Theatre team / Clinical Nurse Managers / Nursing Staff and patients
- The post holder will also be tasked with minute taking at internal and external workshops and user group meetings occasionally.
- The post holder will be required to use their discretion when dealing with highly sensitive and confidential information.

9. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

Physical Effort / Skills:

- Constant use of VDU.
- Work to specific deadlines (routine tasks).
- Ad hoc tasks/ often varied and to short timescales.
- Light to moderate: includes moving light equipment, e.g., briefcases, laptops, projectors for presentations; using keyboards regularly/frequently for word processing, spreadsheets, etc, and email. Standard office conditions with ongoing use of VDUs.

Mental Effort/ Skills:

- Dealing with conflicting staff priorities and challenging members of staff.
- Using initiative and judgement to deal with various urgent requests that may arise in the absence of the management team.
- There is a considerable degree of focused concentration required for reviewing documentation, presenting salient points at short notice, adapting documentation for different audiences and uses, drawing key information from lengthy documents and preparing new documentation on new topics.
- Participation at meetings involves consideration of oral presentation and

explanation of issues.

- Intense concentration/in depth mental attention frequently required for extended periods when taking minutes.
- Ability to adapt to unpredictable work patterns, workload pressures, and re-ordering of priorities.
- Accuracy and turnaround time are key aspects of the post.
- Direct Admin office central point for all disciplines within directorate. Constant interruptions are expected throughout the day.

Emotional Effort/Skills:

- From time to time involves dealing with conflict situations, e.g., in emotionally charged meetings.
- Dealing regularly with challenging problems requires sustained emotional energy/resilience.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Coping with competing demands of the Division.
- Responding to a wide range of ad hoc enquiries, which often have an extremely short timescale within which to respond, adding considerable pressure to the post holder.
- Ensuring that during periods of staff absence (and sustained pressure of work) routine tasks are prioritised and effectively managed in order to achieve minimum disruption to the department's core services e.g. financial returns, service data and the production and distribution of key management documentation.
- Seeking alternative but effective solutions to achieve goals particularly when information inputs are not routinely available.
- Being pro-active in identifying and implementing process improvements, as well as planning ahead and continuously reviewing their own performance to ensure high standards are maintained.
- Dealing effectively with a number of simultaneous tasks, with the level of commitment and urgency that these require, and having the empowerment within the team to ensure that these are carried out within the agreed timescales.
- Using effective, developed communication, interview and persuasive skills to gather information from key and often senior members of the GJNH Nursing and Management team.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Educated to a minimum of diploma level or equivalent level of knowledge of a range of policies and management procedures, requiring on the job training.
- Comprehensive working knowledge of the administrative systems and processes through extensive experience in administrative environment, preferably within a healthcare or social care environment.

- Highly developed organisational and communication skills (both written and oral)
- There must be evidence of highly developed interpersonal skills essential to build and promote a vision of the benefits of different ways of working, and to challenge practices and behaviour, which may be outdated, inefficient or inappropriate.
- The ability to manage own workload and prioritise conflicting demands, working to strict deadlines
- Ability to work in a confidential manner, combined with tact, sensitivity and diplomacy
- Ability to work effectively as part of a team
- Excellent interpersonal skills and ability to negotiate in complex situations.
- Capable of problem solving.
- Ability to present complex information clearly and logically in both written and oral forms.
- Excellent telephone techniques, with an emphasis on customer care
- Significant experience in collating statistical data and information.
- Management of work schedules / providing support to the senior nursing team.
- Flexibility and adaptability – i.e. ability to accept responsibility from colleagues at very short notice and with very little background briefing.
- Proficient in the use of Microsoft windows computer packages and advanced keyboard skills.
- Proficiency in analysing data using Database Management (Microsoft Access and Microsoft Excel).

12. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date:

Head of Department Signature

Date:

Recruitment Person Specification

	Essential	Desirable
Qualifications/Training	<ul style="list-style-type: none"> • Educated to diploma level or equivalent level of knowledge • Competent in the use of information technology & use of Microsoft packages especially Excel / word and Microsoft teams. 	<ul style="list-style-type: none"> • Working knowledge & understanding of Shorthand.
Experience	<ul style="list-style-type: none"> • Previous experience in a similar role, preferably working with clinical and non-clinical staff. • Experience in minute taking. 	<ul style="list-style-type: none"> • Experience of working in a healthcare environment • Experience of providing admin support to service and quality improvement projects
Skills/Knowledge	<ul style="list-style-type: none"> • Ability to undertake all aspects of administration support and organisational skills, including the ability to develop and maintain manual and electronic filing systems. • Highly developed computer skills, using various Microsoft packages including Word, Powerpoint, Outlook, Excel, Mail Merge and Admin Control. • Ability to handle sensitive and confidential information • Ability to make decisions based on the importance of each meeting • Ability to handle sensitive and confidential information • Ability to priorities your own workload and 	

	<p>ability to work on own initiative and as part of a team</p> <ul style="list-style-type: none"> • Excellent interpersonal and communication skills demonstrating diplomacy and tact. 	
<p>Additional job requirements Eg. unsocial hours</p>	<p>6. Demonstrate excellent communication and organisational skills, exercising discretion, tact and diplomacy at all times.</p>	