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For the Attention of All Applicants July 2020

**Job Description Notice of Change**

Public Health Scotland (PHS) is a new organisation, formally established on the 1st April 2020 that brings together the experience and knowledge of NHS Health Scotland and two parts of National Services Scotland - Health Protection Scotland (HPS) and the Information Services Division (ISD). Staff were transitioned to become PHS employees from this date on existing job descriptions.

As a result of the recent merger and establishment of PHS, job description(s) associated with the current vacancy still reflect the National Services Scotland brand and structure. Candidates are advised that all job description(s) shall be updated over the coming months to reflect PHS branding and organisational structure as part of the establishment of the new organisation.

National Services Scotland

**JOB DESCRIPTION**

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| 1. **JOB DETAILS** |  |
| Job Title: | PA / Administrator |
| Immediate Senior Officer/Line Manager: | Group Administration Manager |
| Department: | Health Protection Scotland (HPS) |
| Strategic Business Unit: | Public Health and Intelligence (PHI) |
| CAJE Reference: | NPPHIG236 |

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| 1. **JOB PURPOSE**   To proactively provide, to a high standard, a full range of confidential administrative and secretariat /PA support to various workstreams within HPS and the Public Health and Intelligence Strategic Business Unit. |

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| 1. **DIMENSIONS** |  |
| PHI / HPS comprises Blood Borne Virus, Sexually Transmitted Infection, Respiratory and Vaccine Preventable Diseases Group, Healthcare Associated Infection, Antimicrobial Resistance and Infection Control Group, Environmental Public Health and Gastrointestinal and Zoonoses and Travel and International Health Medicine Group, and Health Protection Development and Information Services Group.   * The post-holder will have no line management responsibility, though they may be asked to train staff, or mentor junior staff and demonstrate specific tasks or work as required to others. * The post-holder will not control any budget but will act as authorised signatory for the requisition of goods and services, travel and accommodation, up to the authorised amount. | |

PHI Administration staff are part of Research, Consultancy & Knowledge Services.

Each administration team works closely with a different business area across PHI. Each of these teams is managed by a Group Administration Manager who is in turn managed by a Business Manager.

1. **ORGANISATION CHART**

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| 1. **ROLE OF THE DEPARTMENT**   PHI / HPS - a division of NHS National Services Scotland - is a national, multidisciplinary organisation whose purpose is *‘to protect Scotland’s health’.* PHI/HPS does this by providing the best possible information and expert support to practitioners, policy-makers and others on infectious and environmentalhazards.  PHI / HPS carries out surveillance, working with NHS professionals and local authorities in a variety of ways, gathers health intelligence and data, detects emerging trends, and works to prevent infections and hazards, or reduce the effects of these if they do occur.  PHI / HPS monitors the extent and impact of infections and other risks to Scotland’s health and helps prepare plans to manage incident or outbreaks, particularly those that may stretch the resources of the NHS in Scotland.  PHI / HPS’ aim is to communicate effectively with health professionals and the general public to promote the steps needed to stop the spread of infections and other hazards. |
| 1. **KEY RESULT AREAS**  * Provide a confidential and professional PA/administrative support service to Consultants and Senior Management. This includes arranging and coordinating diary appointments, managing mailboxes, organising meetings, preparing a wide variety of documentation and securing the necessary resources as required. Deal with telephone enquiries using own discretion and initiative, and resolve any issues as appropriate. Investigate possible travel itineraries and coordinate arrangements where necessary. * The post-holder will work in multi disciplinary business areas or teams that provide services both internally and externally or both, ensuring these services are effectively and efficiently administered. * Provide secretariat services to both PHI / HPS and external national meetings. Prepare agendas and record minutes, in appropriate timescales, for subsequent approval by senior staff, specifying any decisions made and follow-up action required, and collate papers required for meetings. Maintain good communications with Chairpersons of the Groups and provide further assistance as required. The post-holder will be required to become familiar with topic areas in order to record accurate minutes. Organise and maintain email distribution lists and contacts for internal and external stakeholders. * Responsible for coordinating conference facilities for seminars, training and educational events and producing and distributing training folders and materials required, ensuring that all the necessary stationery resources are ordered and available in advance. Liaise with external speakers, providing assistance to external presenters on presentation, preparation, and coordination of training event presentations. * Organise and maintain an efficient filing and retrieval system ensuring that all necessary information is quickly and easily accessed and that confidential records and documents are dealt with in accordance with the Data Protection Act and NSS policies on Records Management. * Provide administrative support during emergency responses, and public health incidents and outbreaks. During outbreaks, monitor mailboxes, replying where necessary and communicating important or urgent matters and feeding back as appropriate, act as the point of contact in terms of secretariat, enquiries and administrative tasks. * Contribute to the development of administration services in order to maintain and improve the effectiveness and efficiency. Develop and maintain standard operating procedures as required. * Use the requisitioning system PECOS to raise and receipt purchase orders with self-authorisation up to the authorised amount. follow NSS Standing Financial Instructions and when appropriate liaise with budget holder and local finance team. * Maintain and support administration of various electronic databases and systems for example entering and verifying data and producing various reports as required. Assist with information gathering from various sources. * Provide general administrative support to other staff within the group and resilience to the other areas of PHI / HPS as required. | |

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| 1. **ASSIGNMENT AND REVIEW OF WORK and DECISIONS AND JUDGEMENTS**   PHI / HPS operates within a matrix management structure and although the post-holder is formally line managed by the Group Administration Manager, they will also be assigned work and delivery from a work manager to support projects and programmes of work. Regular meetings will be held with the Group Administration Manager to review work priorities.  The post-holder will be expected to have autonomy to carry out work using his/her own discretion and initiative. They will ensure that accurate records and documentation are maintained to provide insight to and monitoring of daily activities and workload.  The post-holder will follow NSS and SBU administration procedures, and has discretion to use their initiative to solve work related problems. Advice and guidance is available from line manager and/or work manager, if required.  The post-holder will monitor their own output and standards, and review and propose changes to administrative procedures, as appropriate, in order to ensure the continued provision of a high quality supporting service.  The post-holder will participate in the formal performance review scheme. Objectives will be set throughout the year and mutually agreed with the line manager. The post-holder will take a proactive approach in the formulation of a personal development plan to ensure their skills and knowledge is continually developed.  Using initiative where appropriate, and a professional manner at all times, make decisions and judgements:   * to be proactive and plan ahead for various activities; * based on the importance/ urgency of enquiries received, prioritising where possible; * on a daily basis in order to ensure the smooth running of systems. |

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| 1. **COMMUNICATIONS AND WORKING RELATIONSHIPS**   **Internal**  The post-holder will work with members of staff across the various groups within NSS / PHI / HPS, and as such verbal communication and excellent interpersonal skills are essential.  There is also face-to-face communication, email, and telephone contact with all levels of staff within PHI.  The post-holder will be expected to uphold NSS’s code of conduct in relation to Values and Behaviours.  **External**  Establishment and maintenance of effective communication links with key stakeholders is an essential part of the post. These stakeholders include the Scottish Government (SG), NHS boards, universities, local authorities, public statutory bodies, relevant professional associations and bodies, and counterparts in other countries, for example Public Health England.  Communications with stakeholders should be carried out in a positive manner while displaying a level of professionalism at all times. Communications will include coordinating enquiries and their responses, arrangement of meetings / conferences and maintenance of accurate contact details. Communications are carried out via telephone, email, and postal mail. |

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| 1. **MOST CHALLENGING PART OF THE JOB**  * Being able to reassign priorities to meet deadlines in a fast-paced, challenging environment. * Dealing with unpredictable interruptions by means of a flexible approach and high degree of adaptability, without the requirement for direct supervision. * Dealing with varying demands from different workstreams. * Acquiring a sound knowledge of the health & social care environment and clinical / scientific terminology. |

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| 1. **SYSTEMS**   The post-holder will be required to maintain electronic, data and manual filing systems in accordance with NSS Record Management BCS procedures.   * Efficient use of Microsoft Office Professional software - Word, Excel, Access, PowerPoint, Outlook etc in order to:   1. Create and maintain efficient filing and retrieval system, both paper based and electronic;   2. Efficiently manage Microsoft Outlook. * Use of Intranet and Internet. * Various NSS systems e.g. PECOS, eESS etc & microsites. |

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| 1. **PHYSICAL, MENTAL, EMOTIONAL EFFORT**   ***Physical Effort***  The post-holder may be required to travel to other NSS sites within Scotland to provide assistance at or to attend meetings  Frequent requirement to set-up a room (e.g. PC \ laptop \ network connections \ teleconferencing \ videoconferencing). Sustained keyboard use.  ***Mental Effort***  Taking minutes for prolonged periods (1 - 5 hours), which require a continuous alertness and concentration, and sitting in one position.  Day may be unpredictable in nature and on a daily basis may need to change from one activity to another to respond to enquiries from stakeholders, media, and SG e.g. assessing urgency and directing enquiry to appropriate person.  A high degree of concentration is necessary for many tasks that involve working with confidential information.  ***Emotional Effort***  As public health incidents / outbreaks can be unpredictable, the impact of the response may involve a degree of distress and emotional effort.  Challenging timescales may be imposed by uncontrollable external factors on an infrequent basis.  The post-holder works within an open plan office, with attendant background noise / distraction. |

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| 1. **ENVIRONMENTAL/WORKING CONDITIONS & MACHINERY AND EQUIPMENT** |
| Operation and simple maintenance of office equipment: telephone, computer, photocopier / printer, binding and laminating machines, audio equipment.  Open plan office environment and agile working arrangements. |

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| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE TO DO THE JOB**  * HNC in Office Administration or related subject or equivalent experience in an administrative and secretariat role with the ability to show initiative and prioritise work while always maintaining a respect for confidentiality. * Advanced keyboard skills to produce well-presented documents with speed and high accuracy. * Team player with excellent interpersonal communication skills and a well developed organisational ability. * In-depth knowledge of standard office software packages e.g. Microsoft Word, Excel, Outlook, and PowerPoint. * Accurate minute taking and audio skills. * Desire to update office skills by attending appropriate courses and workshops to continually improve competency and efficiency. * Ability to identify potential areas for enhancement of office procedures and to develop and update skills in other areas, as identified in the NSS / PHI / HPS’ performance appraisal system. |

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| **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: |
| **HR Department will check job description format and content and then send the job description to the AfC Team.**  HR Representative’s Signature: | Date: |