



# Executive Personal Assistant 095942

Job Pack  
March 2022



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# Welcome to NHS 24

Thank you for your interest in this position.

This information pack details information about both NHS 24 and this vacancy. I hope that you find this information useful and it helps inform your decision to apply to come and work with NHS 24.

Now is a great time to be joining NHS 24 as we continue to grow and deliver safe, responsive person centred services to the public of Scotland.

We are proud to employ 1600 staff across our centres in Scotland. As the Director of Workforce, I am committed to ensuring that NHS 24 is a great place to work. Our staff are our greatest asset who deliver high quality safe and effective care to our patients.

I am committed to putting our staff at the centre of everything we do and to working to a common set of values to guide the work we do, the decisions we take and the way we treat each other. Our values are: care and compassion; dignity and respect; openness, honesty and responsibility; and quality and teamwork.

If you would like to be part of our team and feel you have the skills and share our values I would be delighted to hear from you and welcome your application.

**Jacqui Hepburn**  
**Director of Workforce, NHS 24**

## Reference Material

You can find more information about NHS 24 and our services at:

[About NHS 24](#)

[NHS 24 Services](#)

[Key Documentation](#)

# Our Organisation

NHS 24 is the national provider of digital and telephone based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone, web and online.

We work in collaboration with partners, the public and our people to co-design services using technology and a digital first approach to sustainable service development and delivery.

## Our Services

Delivery of safe, effective and person centred care to the people of Scotland is the absolute priority for NHS 24. Our services are delivered across a range of channels including telephone, online, web chat, text, email and social media, on a 'Once for Scotland' basis to complement the face to face delivery of NHS Scotland's health and care services. Key services include the telephone triage service 111, our national health and care information service NHS inform, the Mental Health Hub, Breathing Space, Care Information Scotland and, more recently, providing an Urgent Care support service to the citizens of Scotland.

Our services are delivered by multi-disciplinary teams, which include a range of clinical and non-clinical skills sets, including nurses, pharmacists, physiotherapists, call handlers (all operate under clinical supervision), health information advisors and mental health counsellors.

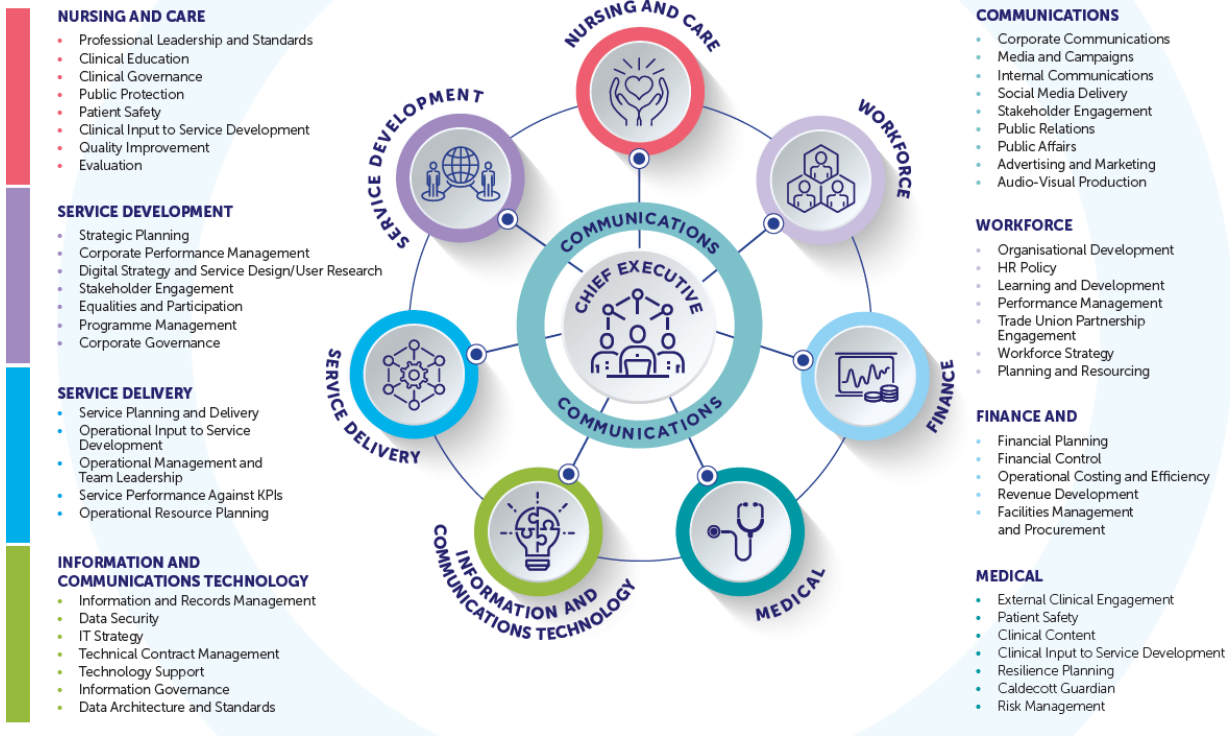
As an integral part of the NHS in Scotland, NHS 24 continues to develop, provide, and facilitate an expanding range of multichannel, patient centred, safe and effective digital and telephone based-health and care services.

For example:

- NHS 24 is the national provider of a range of digital and telephone services including 111, NHS inform and Breathing Space.
- Working with partners across the health and care sector, NHS 24 provides health and social care information and access to urgent and out of hours care for people across Scotland via a range of channels including telephone, website and webchat.
- In response to COVID-19, NHS 24 has utilised its national telephony and digital capability to support a national 24/7 COVID-19 pathway, provided through a 24/7 111 service that focuses on COVID patients only in the in hours period and supported by a non-clinical special 0800 helpline and the use of digital assets including NHS inform.
- In the first 11 months of 2019/20 (excluding March 2020 COVID-19 related activity), NHS 24 recorded a call demand of 1.4m calls to 111. In the same period, demand to the new Mental Health Hub service, accessed via 111, was 22,653.
- Throughout 2019/20, visits to NHS inform online averaged 4.4 million per month, however this has grown rapidly during the pandemic to over 2 million visits per week.
- NHS 24 employs a range of staff across its locations, including clinical and non-clinical staff and essential support services staff.

# Our Structure

## Organisation Structure



# Information Communications and Technology

NHS 24 Information Communications and Technology (IC&T) is responsible for delivering and supporting the technology systems used across the organisation some of which integrate with our partners enabling NHS 24 to provide quality health advice and care across Scotland.

The purpose of IT is to add value to the business using technology. The principal objectives are to:

- Align IT services with the current and future needs of the business and our Patients
- Improve the quality of the IT Services delivered
- Reduce the long term cost of service provision
- Manage the effective and efficient deployment and support our systems via our main suppliers ensuring they are fit for purpose, reliable and robust
- Assist in managing organisational risk
- Align the IT strategy with national standards.

IT systems development and support is not a core competence within NHS 24 the strategy is to work with partners as much as possible whilst retaining a core group of IT professionals who will define and control the various managed services.

The Technology operation within NHS 24 is key to support not only the current business operations, but also to enable expansion into other value-add service areas for the future enhancement of the organisation.

# Our Centres

We have six regional centres, three in the West, two in the East and one in the North of Scotland. We also have a number of local centres.

This post will be based at our Cardonald Regional Centre. NHS 24 also support Hybrid Working.

## **Cardonald Regional Centre**

Caledonia House  
Fifty Pitches Road  
Cardonald Park  
Glasgow  
G51 4EB



Our Cardonald site has recently had a refit and reconfiguration making it a very pleasant space to work in. The surrounding area benefits from exceptional public transport links, many of which directly serve Cardonald Park. Cardonald has a dedicated railway station which is approximately a 10 minutes' walk from Caledonia House, providing regular services to Glasgow Central Railway Station, (7 minutes) and Paisley Gilmour Street Station (8 minutes) at 30-minute intervals. There are numerous bus routes nearby which link Cardonald to Hillington, Braehead and Paisley as well as a number of the services linking direct to Glasgow city centre.

- Braehead Shopping Centre 5 mins
- Glasgow City Centre 8 mins
- Glasgow International Airport 10 mins
- Glasgow's West End 15 mins
- Edinburgh 60 mins

# The Role –

## Executive Personal Assistant

We are looking for an enthusiastic and focused professional who has previous experience as an Executive PA or a proven record of sound support at Executive Director/Senior Management level.

### Skills Required

- Proven experience working with Senior Management /Executive level in a busy office environment
- Strong planning and organisational skills
- Ability to work autonomously with minimal direction
- A fully supportive and integrated team player contributing to effective performance in achieving strategic goals for the Directorate
- Experienced in formal minute taking. This involves taking accurate and comprehensive minutes and issuing in a timely manner
- Shorthand an advantage, but not essential
- Experience of organising diverse meetings and events, involving internal and external participants, professional and public
- Excellent verbal and written communication skills
- Advanced IT skills, particularly in MS Office packages, including Word, Excel, PowerPoint and Microsoft Outlook
- Ability to allocate and prioritise work to ensure deadlines are adhered to
- Excellent interpersonal skills with the ability to demonstrate an all-round professional attitude especially under pressure with deadlines and conflicting interests

### Qualifications & Experience

Educated to Higher National Diploma (HND) level or equivalent with extensive experience working to Senior Management/Executive level in a dynamic office environment.

### Working patterns

37.5 hours, Monday to Friday covering 09:00 to 17:00.

# This Opportunity

<b>Job Reference:</b>	095942
<b>Position Title:</b>	Executive Personal Assistant
<b>Hours:</b>	37.5 hours
<b>Location:</b>	Cardonald Regional Centre
<b>Band:</b>	Band 5
<b>Job Type:</b>	Fixed Term/Secondment Opportunity with the potential to last for up to 6 months
<b>Salary:</b>	£26,104 - £32,915 per annum (pro rata) and enrolment into SPPA pension scheme. Placement on salary scale is dependent on confirmation of previous relevant NHS service.

## WHO ARE YOU?

An enthusiastic and focused professional who has previous experience as an EPA or a proven record of sound support at Executive Director/Senior Management level.

As an EPA you will have a comprehensive range of secretarial, administrative and organisational skills, with the ability to prioritise workload and have a pragmatic and common sense approach.

In this role you will be responsible for the design, development and maintenance of a wide range of administrative and support services to the Director of Information & Communications Technology and Senior Management Team.

## OUR CENTRES & AVAILABLE HOURS

Successful applicants will be based at our Cardonald Regional Centre. The location and address of this centre is included within this pack.

The 37.5 hours per week post will involve mainly working Monday – Friday.

## BENEFITS

NHS 24 offers a complete benefits package, with a temporary contract on Band 5 £26,104 - £32,915 (pro rata). Placement on salary scale is dependent on confirmation of previous relevant NHS service.

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, Cycle to Work Scheme, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata
- development opportunities including study bursaries, e-learning and classroom based courses
- enhanced pay for working public holidays (if applicable).
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

## INTERESTED?

For an informal discussion around this role please contact Ann-Marie Gallacher, Chief Information Officer at: [Ann-Marie.Gallacher@nhs24.scot.nhs.uk](mailto:Ann-Marie.Gallacher@nhs24.scot.nhs.uk)

# Job Description

**Job Title:** Executive Personal Assistant

**Reporting To:** Executive Director

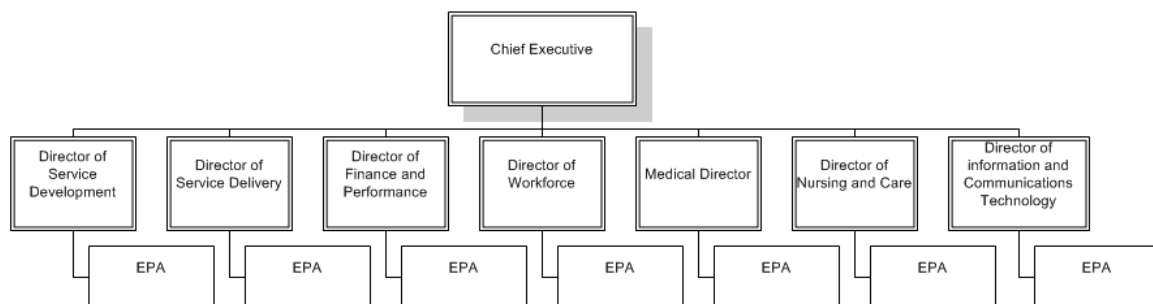
**Department(s)/Location:** All Directorates

## 1. JOB PURPOSE

The Executive Personal Assistant (EPA) to NHS 24 Executive Directors will provide a professional, effective and high-level confidential support service to designated Executive Directors.

The EPA is responsible for the design, development and maintenance of a wide range of administrative and support services to enable the Executive team to operate most effectively and contribute to the overall work of the directorate by facilitating and supporting a number of key areas. Work with Executive PA colleagues on a reciprocal basis to provide support to Executive Directors.

## 2. ORGANISATIONAL POSITION



## 3. SCOPE AND RANGE

- Provide full executive assistant support to the NHS 24 Executive Team, as well as high-level support to the Senior Management Team.
- The post is an essential part of the allocated Team and is responsible for overseeing a range of Personal Assistant and administrative support to the Executive Directors
- Act as the first point of contact for all interactions with the Director including Non-Executive Directors/Board Members, Scottish Government Health Directorates, external bodies and members of the public recognising the importance of promoting and presenting a positive impression on behalf of the Directorate and NHS 24 as an organisation.
- Develop close links with Executive Team Members, Board Members and colleagues in a positive and professional manner to facilitate effective team working.
- Maintaining an effective, professional relationship with all staff within and out with NHS 24, thus projecting a positive corporate image.

## 4. MAIN DUTIES/RESPONSIBILITIES

### General

- To ensure effective organisation of the day-to-day running of the Executive Director's office. To develop, implement and maintain systems to ensure the efficiency of the Executive Director's role both internally and externally, supporting and reinforcing the values and behaviours of NHS 24.
- Manage and balance effectively time pressures and competing demands on the overall workload of the Director.
- Ensuring effective continued operation of key functions during the frequent periods in which the Directors are out of the office on business activities, including liaising with senior internal colleagues and external parties and taking appropriate action and decision-making.
- Manage the Executive Directors diary scheduling and allocating appointments, co-ordinating meetings, liaising with contacts (internal and external) and making the necessary arrangements in respect of accommodation and travel requirements. Ensure that the Executive Director is advised of any commitments and advised of any changes, often accommodating required changes at short notice.
- To develop, implement and maintain systems to ensure the efficiency of the Executive Director role both internally and externally, supporting and reinforcing the values and behaviours of NHS 24.
- Strong negotiation and organisational skills required to facilitate complex diary management.
- Work in close co-operation with Executive PA's within the organisation to ensure a comprehensive and seamless service (including cover) for Executive Directors.
- To undertake project work as directed by the Executive Director.
- Will co-ordinate departmental response to data collection requests e.g. monthly reports and returns etc.

### **Communications**

- Compiling, refining and responding to a wide range of communications (many of which are highly confidential and sensitive), which involves assessment of the subject matter using discretion and initiative on the most appropriate action. These include correspondence from Government Ministers, Senior Civil Servants, MSPs and Legal Advisors.
- Open all mail sent to the Executive Director which may be highly confidential, sensitive and complex in nature, assessing relevance of the information sent prior to passing to the Executive Director. Where appropriate exercising discretion in acknowledging and actioning mail and drafting responses on the Executive Director's behalf.
- Monitor incoming emails for the Executive Director on a day-to-day basis and action as appropriate.
- Written and verbal communications with both internal and external contacts including senior members of other organisations regarding the Director's work commitments and requirements.

### **Production of papers/materials**

- Updating and providing appropriate documentation to the Executive Director for all their commitments and actions, advising of any changes to ensure that they are able to focus on their core responsibilities.
- Provide a comprehensive and professional secretariat service to certain NHS Governance Committees and Management Groups. This involves compilation of Agendas, collation and issuance of papers, formal minute taking within the agreed timescales which are circulated externally (to Scottish Government, internal and external Auditors etc), and compiling and reviewing Action Logs to ensure all actions are recorded and followed up as agreed.

- Type a variety of documents (correspondence (including mail merge), reports, statistical and financial data, presentations) from a variety of sources (including audio) with a high degree of accuracy. This includes extraction of information from spreadsheets and/ or production of complex reports and presentations.

### **Meetings**

- Arrange meetings for the Executive Director frequently at high level (e.g. Scottish Government Health Directorates, National NHS Scotland Groups, MSPs and NHS Scotland Boards), facilitating best use of time for all attendees. This includes arranging suitable venues, hospitality and equipment.
- Responsible for organising conferences including all travel and accommodation requirements for delegates, diary co-ordination and submitting presentations from NHS 24 as required. Liaise with training department regarding attendance at conferences, arranging study leave forms to be completed in each case.
- Meet and welcome visitors and arrange appropriate hospitality.
- Ensure that designated Executive Directors, Non-Executive Directors of the Board and Senior Managers are provided with all relevant papers for meetings on a timely basis.

### **Records Management**

- Develop and maintain an effective filing system, which provides the Executive Director with the necessary paperwork for all meetings, keeping files up to date. The post-holder is required to exercise discretion in prioritising the need for correspondence to be filed or destroyed and which meet the requirements of NHS 24's Record Management Procedure.
- Maintain attendance, absence and sickness records for designated staff. Ensures that monthly returns are made for Payroll purposes following authorisation by the designated Executive Director.
- Operate a bring forward system to ensure that matters receive attention on a timely basis and that outstanding replies to correspondence are progressed.

### **Travel Arrangements**

- To organise all travel itineraries and accommodation requirements ensuring best use of time and budget.
- Responsibility for planning, arranging and co-ordinating the Executive Director's diary, including travel and accommodation arrangements, and providing required paperwork for meetings with both internal and external parties including Scottish Parliament, Scottish Government Health Directorates, NHS Direct, NHS 24 Board Members, Executive Team Members and Board Secretary.

### **Policy Management**

- To interpret and advise on NHS 24 policies and procedures to assist line managers within the directorate in the management of their teams and the use of corporate systems, processes and procedures.
- Regular review of NHS 24 admin processes making recommendations for improvements in terms of paper formatting for meetings, corporate layout of documentation etc. Ensure all papers are formatted to a consistent and professional standard.
- Maintain and promote a strict code of confidentiality in all business dealings.
- To adhere to and develop organisational administrative policies and procedures. This will include Document Management and Control in line with the Freedom of Information Act.

- Act as point of contact for new members of staff in terms of NHS 24's procedures and policies, equipment, security badges and access to NHS 24 sites.
- Feedback to the Executive Director potential changes/improvements to existing processes and procedures directly linked to administrative working practices across the PA function

### **Finance Management**

- Monitoring of NHS 24'S purchase ordering system on behalf of designated Executive Director to ensure that any purchase orders are approved in a timely manner. Confirm receipt of goods and service and deal with payment and invoice enquiries as required.
- Collation and recording of expenses on behalf of Executive Director and relevant Senior Managers and follow up on any queries received in relation to expenses.

### **HR Directorate Specific Responsibilities:**

- Fully support the Director of HR and Senior HR Managers with day-to-day operations within the HR Directorate.
- Responsible for compilation of Executive Team Mid-Year and Annual objectives for submission to the Chief Executive and follow on submission to the Remuneration Committee. Ensuring the Executive On-Line system has been accurately populated.
- Organise Executive Director Development Sessions four times per year and work with HR Director to ensure agenda and relevant papers are distributed in a timely manner.
- Responsible for maintaining and updating the HR administration for the Executive Team and HR Directorate personnel files.
- Provide a comprehensive and professional secretariat service to certain NHS 24 Governance Committees (currently the Staff Governance Committee, EQIPP Committee and the Remuneration Committee).
- Liaise with the Executive Sponsor for the respective Committee to prepare a draft agenda based on rolling agenda planner, action log and references from other Committees. Communication paper requirements, receive, format and coordinate printing, collation and distribution of paper packs.
- Take accurate and comprehensive minutes at Committee meetings and distribute them in a timely manner to the Executive Sponsor, Committee Chairman and members. Manage Committee action logs to ensure all actions are recorded and are followed up as agreed.
- Co-ordination of meetings between NHS 24 Directorates, other NHS Boards and Scottish Government.
- Co-ordination and booking of various conferences for HR personnel
- Regular contact with NHS 24 Non-Executive Directors, Board and Executive Team.
- Regular contact with colleagues in Scottish Government, NHS Boards, Legal Partners and any other external contacts.

### **Finance Directorate Specific Responsibilities:**

- Provide the Director of Finance with comprehensive PA support to ensure the smooth running of the Finance Directorate and that all deadlines are managed and met. Provide support to the Senior Managers within the Directorate as and when required.
- Co-ordination of meetings between NHS 24 Directorates, other NHS Boards and Scottish Government.
- Co-ordinate the administrative elements of the Statutory Annual Accounts process within a nationally prescribed timeline.
- Co-ordination and booking of various conferences for Finance personnel
- Maintain comprehensive filing system both electronically and paper.

- Support the Director of Finance in all matters confidential including staffing issues.
- Provide Secretariat support for the Audit Committee, Strategic Best Value Group, Risk Management Steering Group, Procurement Implementation Team, Payroll Customer Care Group. This involves taking accurate and comprehensive minutes and issuing in a timely manner.
- Issue the papers for Audit Committee to all members/attendees within the agreed timescales.
- Provide accurate and comprehensive minutes for the NHS 24 Audit Committee in the agreed timescale liaising with the Chair of the Audit Committee and Executive Sponsors.
- Regular contact with NHS 24 Non-Executive Directors, Board and Executive Team.
- Regular contact with colleagues in Scottish Government, other NHS Boards, Internal and External Auditors, Legal Partners and any other external contacts.
- Collation, overview and editing of Executive and Committee Papers on behalf of the Director of Finance.
- Management of Annual Leave for Finance Department.
- Input of Director of Finance objectives into the Executive on-line system.
- Provide support to other Directorates as and when required.

#### **Medical Directorate Specific Responsibilities:**

- To provide comprehensive office management and professional PA service to the Medical Director and the Directorate by contributing to the overall efficiency and effectiveness. To ensure that all duties are carried out with the appropriate degree of tact and confidentiality.
- The Medical Director has many outward facing roles and PA support is often required for other organisations he is responsible for:
  - Medical Director - NHS 24
  - Director - Scottish Centre for Telehealth and Telecare
  - President - European Health Telematics Association (EHTEL)
  - Chairman - Digital Health Institute (DHI)
- This results in additional responsibility for papers/communications etc.
- Providing advance warning to Medical Director of important and unexpected issues. Identifying misunderstandings which may generate difficult personnel issues.
- Re-arranging appointments in diary at short notice as the Medical Director can be summoned away at short notice – this requires tact, diplomacy and negotiating skills as the cancelled meetings are often with senior and important individuals.
- Difficult and sometimes persistent telephone calls which have to be dealt with courteously and patiently. Complaints about NHS 24 service or staff, take careful note and relay to the Medical Director or in his absence an Associate Medical Director who would decide next course of action. Ensure confidentiality is maintained throughout.
- Organise paperwork in advance of meetings ensuring all documents are brought forward at least a week in advance and put into prepared daily folders to allow Medical Director to assess and advise if further action/information is required.
- Organising all of the Medical Director's travel arrangements nationally and internationally. This entails booking accommodation, where necessary and internal city transfers. Liaising with travel agencies to arrange full personal travel arrangements both nationally and internationally. To ensure the Medical Director and any additional participants are fully briefed regarding schedules/itineraries etc.
- Organise meetings for the Medical Director whilst overseas with other health and research institutes throughout Europe and European Government officials and their health partners to help build the profile of NHS 24.
- Ensuring that the travel/accommodation costs are within budget.
- Regular contact with senior members of Scottish Government Health Directorate, European Commission, European Health Telematic Association, Digital Health Institute.

- Minuting of quarterly Clinical Advisory Group meetings.
- Ensure Medical Director's appraisal is conducted yearly, collating and submitting relevant paperwork.
- Use of Scottish Online Appraisal Resource (SOAR) for the appraisal of all doctors within the Medical Directorate.
- Ensure all doctors within the Medical Directorate have current General Medical Council validation and registration.

#### **Nursing and Care Directorate Specific Responsibilities:**

- Prioritise workload and manage time efficiently, providing a high quality, confidential administrative service to the Director of Nursing and Care, ensuring all deadlines are met.
- Plan and prioritise own workload to take into account the needs of the Director of Nursing and Care, the Nursing Directorate and the needs of the business.
- Co-ordinate meetings between the Nursing and Operations Directorate
- Organise and support meetings with Nurse Directors and academic heads
- Co-ordinate attendance at key nursing conferences for Nursing Directorate
- Liaise with training department regarding attendance at conferences, arranging study leave forms to be completed in each case
- Co-ordinate of meetings between NHS 24 Directorates, other NHS Boards and Scottish Government.
- Work with the Director and Customer/Patient Relations Manager to ensure all complaints/comments received are managed within guidelines, including direct contact with Patients providing advice and information, requiring a high degree and tact and diplomacy
- Engage with senior contacts in external organisations, including the Scottish Government Health Directorates
- Input of Director of Nursing and Care objectives into the Executive on-line system
- Provide a comprehensive and professional secretariat service to certain NHS 24 Governance Committees
- Take accurate and comprehensive Minutes at Committee meetings (including Clinical Governance Committee/Mental Health Advisory Group/Future Clinical Assurance Group) and distribute them in a timely manner
- Manage Committee action logs to ensure all actions are recorded and are followed-up as agreed
- Provide administration/secretarial support to the Nursing Directorate as necessary, including formatting of presentations
- Maintaining annual leave records for senior members of staff on the HR system and updating on Year Planner

#### **Operations Directorate Specific Responsibilities:**

- Risk Lead for Service Delivery Risk Register Review Group - co-ordinating and scheduling monthly meetings, Chairing meetings, preparing and distributing Agenda and circulating papers, Minuting meetings, updating Action Logs, liaising with Senior Management Team regarding proposed and new risks and regularly reviewing risks on RESPOND to ensure target dates are being met.
- Attending monthly Operational Risk Management Group meetings to provide Head of Risk & BCM/Acting IG Manager with an update on risks sitting on the Service Delivery National Risk Register and liaising on a regular basis regarding any issues around risks and updates required.
- Attending Risk Workshops.
- Providing secretarial support for the Service Delivery Senior Management Group, Service Delivery Senior Management and Extended Group, - co-ordinating and

scheduling meetings, preparing and distributing Agenda and papers, Minute taking, and updating and monitoring Action Logs.

- Maintaining confidential filing system for Chief Operating Officer, together with Personal files for Senior Staff members.
- Maintaining annual leave records for senior members of staff on HR system and updating on Year Planner.
- Scheduling monthly One-to-One meetings with Senior Management Team.
- Co-ordinating and scheduling internal and external meetings.
- Logging On-Call hours for senior members of staff and passing to Chief Operating Officer for approval.
- Updating Chief Operating Officer's Performance Objectives for Mid-Year and Annual Reviews.
- Training - when requested, go through processes undertaken in role as Executive PA with other members of staff to assist them in undertaking their roles.

#### **Chief Executive & Board Directorates Specific Duties:**

- To assist the Board Secretary and represent NHS 24 on behalf of the Board Secretary, in providing a professional and comprehensive secretariat service to the NHS 24 Board and Governance Committees, its Chairman and Chief Executive. In absence of the Board Secretary, the post-holder is required to exercise initiative and judgement in deciding the appropriate action(s) to be undertaken.
- To undertake a range of PA and administrative support functions for Non-Executive Board members, including liaising with Non Executives to set diary appointments, for example in relation to ad hoc meetings or invitations to attend networking events, making travel and hotel bookings for Board members as required, maintaining a list of contact details for Board members and distribution of items of mail and daily Press Cuttings to Non-Executive Board members as required.
- Develop, implement and maintain effective systems for Board matters, including filing systems, the maintenance of signed minute books, and the development of confidential records (including copies of letters of appointment for Board members and annual performance appraisal documentation).
- Work in close co-operation with the Senior Executive Assistant to the Chairman and Chief Executive, to undertake tasks on behalf of the Chairman and Chief Executive in order to expedite matters during busy periods. In the absence of the PA to the Chairman and Chief Executive, provide full comprehensive secretarial and administrative support to the Chief Executive and Chairman to include the monitoring of mail and email and diary management, as well as ad-hoc administrative tasks, as required. This would also include the co-ordination of meetings of the Executive Team, including compiling the agenda, co-ordinating the receipt and production of papers, taking minutes, and following-up on actions.
- Provide a comprehensive and professional secretariat service to certain NHS 24 Governance Committees and Management Groups.
- To coordinate and produce a record/report of Scottish Government Publications, assigning appropriate Executive Director responsibility, for presentation to the Executive Team on a monthly basis.
- Co-ordinate the production on a monthly basis of NHS 24 Board papers in accordance with established process, including: receipt and electronic storage of papers; applying consistent formatting style; making amendments to papers; preparing papers; printing, collation and distribution of paper packs; and uploading of papers to external website. Make arrangements for Board meetings, including room bookings and catering arrangements, and co-ordinate arrangements for Board events. Develop and maintain a model paper and guidance for the production of papers for the Board and Governance Committees, along with processes for the production of Board and Governance Committee papers.

- Lead the production of an annual schedule of Board and Committee meeting dates, including populating the dates in shared calendars, liaising with Non Executives to ensure suitability of dates and making room booking and catering arrangements.
- Maintain a register of Governance Committee References (arising from actions agreed at meetings), and update Board and Committee agenda planners.
- Make entries in Register of Interests, Hospitality and Gifts Register, and support the Board Secretary in undertaking an annual review of entries based on returns made by Board Members, Directors and Senior Managers.
- Undertake an ongoing review of website and intranet content in relation to Board matters to ensure information remains current, in particular in relation to Board member biographies, meeting dates, and Governance Committee membership and terms of reference.

#### **Service Development Directorate Specific Responsibilities:**

- Fully support the Service Development Director with day-to-day operations within the Service Development Directorate. Provide support to the Senior Management team, and organise and manage tasks through an online task management tool.
- Coordination of meetings across NHS 24 directorates and externally with NHS Boards, IJBs, Scottish Government, Third Sector, commercial partners and prospective partners, national and international (iHART) partners.
- Serve and manage of a range of committees and meetings including the National Public-Facing Digital Collaboration, Service Transformation Programme Board and Senior Management meetings.
- Manage Committee action logs to ensure all actions are recorded and are followed-up as agreed
- Regular contact with colleagues in Scottish Government, NHS Boards, IJBs and other external contacts.
- Organising all of the Service Development Director's travel arrangements. This entails booking accommodation, where necessary and internal city transfers.
- To ensure the Service Development Director and any additional participants are fully briefed regarding schedules/itineraries etc and relevant documentation completed.
- Scheduling monthly One-to-One meetings with Senior Management Team.
- Training - when requested, go through processes undertaken in role as Executive PA with other members of staff to assist them in undertaking their roles.
- Line manage the administrative support role and manage their workload ensuring tasks are completed on line and to a high standard.

#### **5. SYSTEMS AND EQUIPMENT**

**Word** – for the provision of records, reports, communication.

**Excel** – for the storage and production of data to enable the generation of reports including financial reporting and processing of expense claim forms, annual leave and sickness records.

**PowerPoint** – for the production of presentations.

**Access** - for the recording of information on databases and production of reports.

**Outlook** – for effective and efficient communication and diary management.

**Content Management System** – for updating the NHS 24 intranet and public website.

**Advanced Keyboard Skills** – for generation of reports, presentations and spreadsheets.

**General Equipment** – use of PC, printer, telephone, fax, photocopier, scanner, audio visual equipment, video and teleconferencing units, laminator, binder, audio transcript machine, shredder.

**Filing** – maintain individual and central filing systems including online.

**Internet Explorer** – to research topic as requested by Executive Director.

**e-Expenses** – input expenses for Executive Director.

**NHS 24 online systems:** SSTS, NHS 24'S purchase ordering system, HR Management Information System, Expenses, Executive On Line Performance Management System.

Will follow any local procedures relating to data input to databases and propose change in working practice based on experience of operation.

## 6. DECISIONS AND JUDGEMENTS

- The post-holder is required to work with a high level of autonomy at all times with the ability to make decisions as and when required.
- As the first point of contact for all matters relating to Executive Director the post holder is expected to identify and interpret matters of urgency, prioritise workload and action accordingly.
- The post holder is required to exercise initiative, judgement and discretion in deciding the appropriate action/s to be undertaken e.g. determining those matters which should be brought to the attention of the line manager and those which can be progressed independently.
- The post holder is expected to use their own initiative in making decisions when proactively prioritising workload for the Executive Director to assist in meeting deadlines.
- Problem solving skills/Conflict resolution skills and dealing with sensitive issues
- The post holder is required to allocate tasks appropriately to senior managers when the Executive Director is unavailable.
- The post holder will often have to respond to conflicting demand from Directors and other team members.
- The post holder is required to liaise extensively across the organisation in order to deliver on the key duties of the role.

## 7. COMMUNICATIONS AND RELATIONSHIPS

The post holder is expected to communicate with a wide range of senior and support staff within NHS 24, particularly with the Executive Directors and Non-Executive Directors.

Manage all communication on behalf of the Director appropriately, including telephone calls, reviewing and managing e-mails, written and face-to-face contact. This includes dealing and managing with incoming e-mails/requests in a professional and timeous manner and often making decisions in the absence of the Director.

A level of communication skills is also required to provide advice and solve complex problems with tact and diplomacy while working with information of a confidential nature and adhering to strict deadlines.

The post holder will also be required to liaise with external colleagues at a senior level in the Scottish Government Health and Social Care Directorates (SGHSC) and across NHSScotland.

The post holder must remain calm under pressure and have the ability to communicate complex information in an easily understood manner.

Well-developed communication skills are required. The post holder will possess excellent negotiation and persuasion skills to assist in meeting deadlines, ensuring papers, reports and actions are delivered on time and in dealing with complex diary management.

The post holder must have excellent written communication skills. The post holder will display a high degree of teamwork and co-operation ensuring equality and diversity and dignity policies are complied with while maintaining high standards demanded of this challenging role.

Receipt of in-coming communications will require imparting helpful information or responding to individuals who may on occasions be upset or antagonistic.

Communication will aim to develop good future working relationships and promote a positive view of the Board's Corporate functions.

Engage on behalf of the Director with a range of external contacts, particularly at a senior level throughout the NHS and Scottish Government.

**Key internal relationships are with:**

- NHS 24 Executive Directors – in relation to Executive Team and Governance Committee matters.
- Board Secretary and Senior Executive Assistant to ensure that a seamless service is provided to the Chairman and Chief Executive
- Executive PA's – in relation, for example to the organisation of meetings, and to provide reciprocal cover to Executive Directors
- Administration and other key support staff
- Non-Executive Board Members – in relation to Governance Committee matters
- Employee Director
- Senior Managers

**Key external relationships are with:**

- Scottish Government Health and Social Care Directorate
- NHSScotland and other Territorial and Special Health Boards
- Suppliers
- MSP's
- Media
- Partners, stakeholders and Patients to support and maintain effective channels of communications
- Public

**8. PHYSICAL DEMANDS OF THE JOB**

**Physical Effort**

- Requirement for travel between NHS 24 sites for meetings.
- Daily requirement for desk work with concentrated periods.
- Frequent requirement to attend meetings resulting in long periods of sitting in meeting rooms.
- Maintenance of the Directorate filing systems.
- Elements of bending and lifting (e.g. when producing committee documentation in bulk via photocopier, moving equipment etc)

**Mental Effort**

- Requirement for long and prolonged periods of concentration and decision making e.g. typing reports and papers, analysis of complex data / information received.
- Minute taking particularly at Governance Committee meetings where minutes are complex and meetings take approximately 3 hours requiring high levels of prolonged concentration.
- Significant communication by mobile phone / email.
- Frequent expectation of interruption to daily tasks as the first point of contact for the Executive Director.
- Frequent requirement to work to demanding timescales and ability prioritise workload on an ongoing basis taking account of changing circumstances.

### **Emotional Effort**

- The post holder is responsible for frequently updating their Director.
- Demands of prioritising challenging workload remaining calm under pressure.
- Responsibility for the delivery of work from various members within the team who have many priorities.
- Exposure to critical and challenging opinions
- Occasional exposure to personal and work related problems experienced by staff which can be emotional in nature.
- Dealing with unhappy/upset staff as first point of contact.
- Requires to exercise tact in dealing with all manner to people

### **Working Conditions**

- As NHS 24 is a 24 hour organisation, the role may occasionally necessitate additional working in order to be able to respond to unexpected or unplanned events.
- The post holder will operate within a standard office environment, but travel to other NHS 24 locations may be required (e.g. for meetings).
- Required to use keyboard/VDU often for prolonged periods (e.g. when producing urgent documents) and the ability to provide a fast and accurate output.

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

- The post-holder will often have to respond to conflicting demands from Executive Directors and other team members whilst managing a varied personal workload with tight deadlines in support of the activities of the Team. And taking appropriate action to ensure that results are achieved.
- The ability to meet tight deadlines whilst dealing with persistent interruptions, resulting in the constant reprioritisation of workload.
- Working closely with senior personnel within the organisation who often have competing priorities and high expectations of the post holder.
- Maintaining a calm and friendly demeanour and inspiring trust in often difficult or sensitive situations.
- Exercising influence over staff over whom individual has no direct managerial authority.

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

- Educated to Higher National Diploma (HND) level or equivalent with extensive experience working to Senior Management/Executive level in a dynamic office environment.
- An ability to demonstrate an all-round professional attitude to performing the varied tasks required - which will sometimes be under tight time constraints.
- Well-organised and methodical in the approach to handling the workload efficiently.
- Advanced keyboard skills
- Enthusiastic, self-motivated, flexible and able to work on his/her own initiative.

- Excellent working knowledge of MS Office packages including Word, Excel, PowerPoint and Microsoft Outlook.
- Audio and minute-taking skills and experience.
- Able to demonstrate excellent inter-personal skills.
- Able to apply a sense of perspective on dealing with multiple tasks.
- Strong planning and organisational skills.
- Excellent analytical, written and oral communication skills
- Ability to handle and prioritise a diverse workload, including matters of a highly confidential and sensitive nature.
- Ability to work both independently and as part of a team.
- Experience of organising meetings and events.
- Excellent interpersonal skills with the ability to demonstrate an all-round professional attitude especially under pressure.
- Enthusiastic individual with a 'can do' attitude.
- Ability to make effective decisions.

# Recruitment Process

The NHSScotland Everyone Matters 20:20 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values will guide the work staff do, the decisions that we take and the way we treat each other. Using a Values Based Approach to recruitment will ensure that NHS 24 staff members not only have the competencies required for the role, but they will live and breathe the values needed, to ensure that patients receive the best possible care, and that all staff are valued and treated well.

We will use a Values Based Approach in our selection process which will consist of the following assessments:

- **Application Shortlisting** – applications forms received are reviewed and those meeting the role requirements will be invited to a competency based interview.
- **Interview / Assessment** – these competency based interviews have a focus on NHS 24 Values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

## QUERIES:

For any queries in relation to this vacancy, please contact a member of the HR Business Support Team via email at: [recruitment24@nhs24.scot.nhs.uk](mailto:recruitment24@nhs24.scot.nhs.uk)

## GENERAL:

### Equality & Diversity:

NHS 24 is committed to equality & diversity:

<http://www.nhs24.scot/about-nhs-24/policies/equality-and-diversity/>

### Working Time Directive:

Where you choose to combine working with NHS 24 and another employer, please note that NHS 24 complies with the Working Time Directive regulations of staff working no more than 48 hours per week on average across all employments with appropriate rest breaks between shifts.

## APPLICATION DETAILS

If you think this is the career for you, then please submit an online application no later than midnight on **Monday 11<sup>th</sup> April 2022**.

The Candidate Application Guide included with this vacancy provides information on how to make the most of your application.

\*Candidates submitted via Recruitment Agencies will not be considered for this post.