



133998 Personal Assistant to Head of Clinical Services January 2023



A Career with 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 around 2000 staff across our centres in Scotland.

Our service touches the lives of people across Scotland when care and compassion is what matters most. Our people are our most important asset, and it is through them that we can deliver high quality, clinically safe services across Scotland.

We want to reduce health inequalities, to work seamlessly across boundaries, to utilise technology to provide our patients with omni channel access to the latest and most effective digital healthcare. We employ around 2000 staff across six main contact centres in Scotland. Continual investment and growth of our workforce is vital to the delivery of services.

If you are resilient, committed to personal development and up for a challenging but rewarding career then you sound like our kind of person.

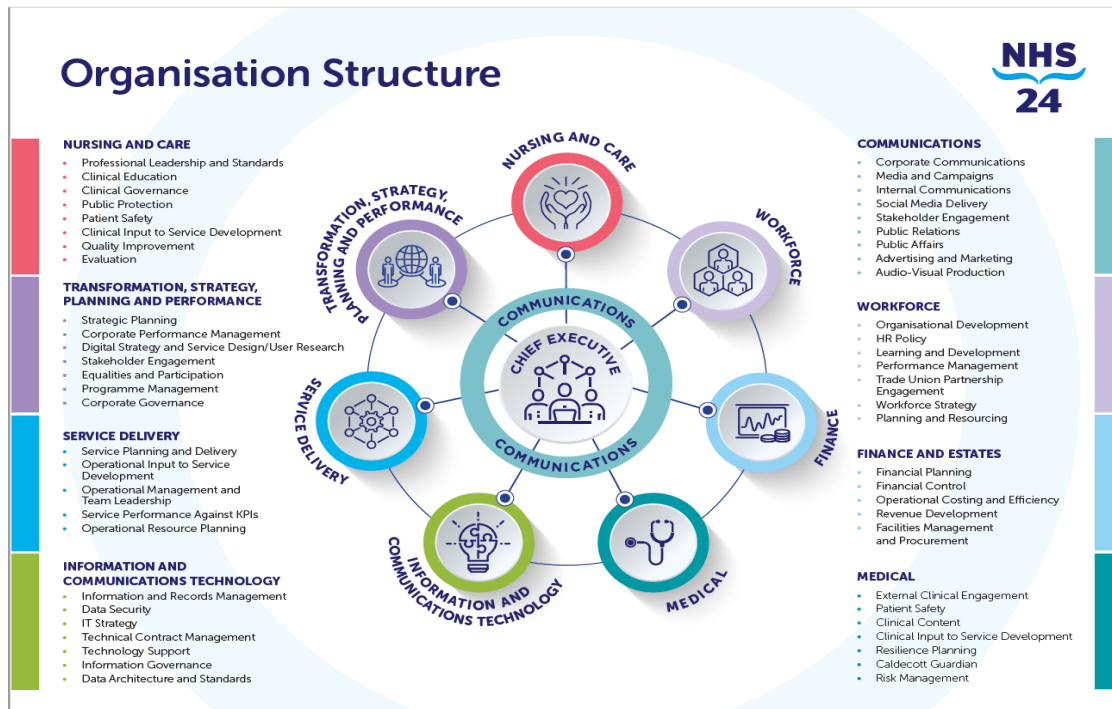
NHS 24 is the national provider of digital and telephone-based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone, web and online. We work in collaboration with partners, the public and our people to co-design services using technology and a digital first approach to sustainable service development and delivery.

There's no such thing as a typical job at NHS 24. We employ a wide range of clinical and non-clinical staff. From call handlers and nurse practitioners to physiotherapists and pharmacists as well as all the usual support services, the diversity of our workforce reflects the constantly evolving needs of our patients. 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 telehealth and tele-care services.

NHS 24 is an equal opportunities employer committed to advancing equality and particularly welcomes applications from groups of people currently underrepresented within the workforce. We are a committed participant in the Disability Confident Leader Scheme and guarantee to interview all disabled applicants who meet the minimum essential criteria for our vacancies.

Please visit our NHS 24 career website: <https://careers.nhs24.scot/>

You can find more information about NHS 24 at <https://www.nhs24.scot/>



Service Delivery

Service Delivery is the patient-facing directorate of NHS 24 that covers the full range of services offered to Scotland, such as NHS 24 Unscheduled Care Service, Scottish Emergency Dental Service, NHS 24 Health Information Services, Breathing Space and Living Life Services.

NHS 24 has been providing a national Unscheduled Care service since 2004. This service handles approximately 1.5 million calls per annum. During the out-of-hours period, patients who require urgent medical attention are triaged and directed to the most appropriate point of onward care within their own area. In 2014 we successfully moved to the new free phone telephone number 111, hence why the service is also branded as the 111 Service.

We increasingly operate a multi-disciplinary team approach, involving a range of clinical and non-clinical skills to ensure the public get access to the best health care professional to manage their care efficiently and effectively.

Whilst operating 24hrs a day 7 days a week, the 111 Service is a predominately Out of Hours Service, which means that 90% of calls to the service are received between the hours of 6pm and 8am. Weekends are our busiest time of the week, when 50% of our call demand is received.

A national service available to all in Scotland, the location, age, health concern and content of the calls are wide ranging and no two calls are the same. Working in collaboration with our partner Health Boards, all calls to service are assessed and where appropriate directed to the appropriate health care professional for treatment. This includes calls which are immediately life threatening and require to be transferred to the Scottish Ambulance Service.

Our Centres

We have six regional centres – Aberdeen, Dundee, South Queensferry, Hillington and Cardonald in Glasgow and Clydebank. We also have several local centres. This post will be based at our South Queensferry Regional Centre.

East Regional Centre

Norseman House
2 Ferrymuir
South Queensferry
EH30 9QZ



Public Transport

- Rail: South Queensferry Station (Pre-arranged taxi only)
- Bus: No 43, First Edinburgh bus from Waterloo Place.

Road Direction from Edinburgh

- Leave Edinburgh on the A8 (follow Glasgow M8 signs)
- Continue on A8 beyond Airport until you reach a roundabout take 4th exit (signed Forth Rd Bridge)
- Branch right at junction onto A90 (signed Forth Rd Bridge)
- Continue on the A90 to Queensferry
- M9 take Junction 1A Forth Rd Bridge (A90)
- Take right onto Ferrymuir Rd (signed A8000)
- At roundabout, take 1st left into Ferrymuir Business Park (at Burger King) then 1st left at the next mini roundabout with NHS 24 Building being the complex on the left hand side. (Signed NHS 24)

Road Directions from Glasgow

- Follow signs to Edinburgh to join the M8 East
- Branch left M9 junction 2 signed Forth Rd Bridge (A90) & Edinburgh Airport
- M9 take junction 1A Forth Road Bridge (A90)
- Take right onto Ferrymuir Rd (signed A8000)
- At roundabout, take 1st left into Ferrymuir Business Park (at Burger King) then 1st left at the next mini roundabout with NHS 24 Building being the complex on the left hand side. (Signed NHS 24)

This Opportunity

Job Reference: 133998
Position Title: PA to Head of Clinical Services
Hours: 37.5 hours

Location:	East Contact Centre, South Queensferry
Band:	Band 4
Job Type:	Permanent
Salary:	£25,914 - £28,187 per annum (pro rata if applicable) 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 a PA or a proven record of sound support at Executive Director/Senior Management level.

As a PA 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 Head of Clinical Services and Senior Management Team.

OUR CENTRES & AVAILABLE HOURS

Successful applicants will be based at our East Contact Centre in South Queensferry. The location and address of each centre is included within this pack. Please note that you will be required to travel to other centres outside of your chosen base to conduct induction programmes as needed, therefore a willingness to travel is essential.

This role is for 37.5 hours per week. Working hours may vary and can include evening and weekend shifts.

The above would include working Public Holidays which may fall on mid-week days, for which enhancements would be paid.

BENEFITS

NHS 24 offers a complete benefits package, with a permanent contract on Band 4 £25,914 - £28,187 (pro rata if applicable). 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
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services

- HELP, employee support and assistance

Recruitment Process

INTERESTED?

For an informal discussion, please contact Fiona Pike, Head of Clinical Services on Fiona.Pike@nhs24.scot.nhs.uk

- The closing date for submitting applications is **midnight on 4th of February 2023**. Candidates are encouraged to submit their applications for shortlisting as soon as possible.
- Applications must be submitted using our recruitment system – Jobtrain. Candidates submitted via Recruitment Agencies will not be considered for this post.
- **Application Shortlisting** – applications forms received are reviewed and those meeting the role requirements will be invited to a competency-based interview.
- **Interview / Assessment** – Our 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. Interviews will be held online via Microsoft Teams.
- For any queries in relation to the recruitment process, please contact recruitment24@nhs24.scot.nhs.uk

Predicted Timeline

Advert closing date	At 23:59 on 4th February 2023
Shortlisting finalised by hiring manager	by 11th February 2023
Interviews to be held	by 25th February 2023

Job Description

Job Title: Personal Assistant to Head of Clinical Services

Reporting To: Head of Clinical Service

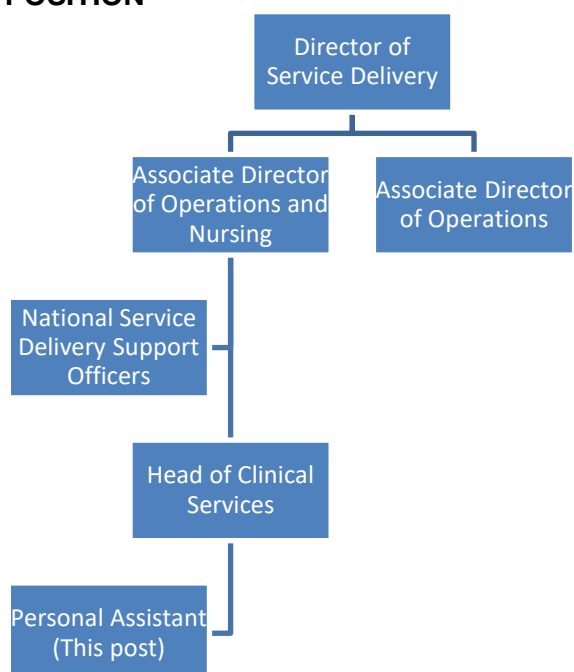
Department(s)/Location: Service Delivery

NHS Job ID:

1. JOB PURPOSE

To provide a high-level confidential secretarial service and comprehensive administrative support to the Head of Clinical Services and their direct reportees.

2. ORGANISATIONAL POSITION



3. SCOPE AND RANGE

- Responsibility for the effective and efficient administration of the Head of Clinical Service's office and aligned contact centre.
- Diary and workload management of highly confidential clinical and operational information.
- Review, assess and appropriately direct & respond to all calls, emails and meeting requests sent to the Head of Clinical Services.
- Liaising with senior management team, key stakeholders, Health Board Partners & outside agencies, etc. on behalf of the Head of Clinical Service
- Prioritisation and effective management of workload
- Liaising with the general public, NHS Health Boards and MSPs with regard to Complaints, Comments and Compliments (3Cs).
- Providing administration support to the direct reportees of the Head of Clinical Services as and when required
- Responsibility for minute taking, creation and maintenance of action logs

- Active involvement in the reporting and monitoring of significant technical and operational risks and issues.

4. MAIN DUTIES/RESPONSIBILITIES

1. To provide administration for various communication channels and activities, for the contact centre and service delivery team:
 - Publishing updates on intranet
 - Circulating updates as part of Service Delivery on call duties
 - Acting as first point of contact for the HOC, use own judgement to escalate and/or prioritise incoming information
2. To provide administrative support for a variety of local & national meetings:
 - Organise a variety of formal and informal meetings, securing a suitable time for multiple attendees
 - The production of agendas, collation and circulation of papers
 - Organise room bookings, promoting the use of teleconferencing and video conferencing to reduce the requirement for attendees to travel
 - Tracking follow up actions to completion
 - Production of formal minutes, (as and when required) for onward circulation to senior management groups or committees
3. To manage the Head of Clinical Service, diary:
 - Monitor inbox, accept and decline meeting requests, allocating preparation and/or travel time if required
 - Prepare papers for upcoming meetings
 - Highlight and suggest recommendations to avoid/resolve diary clashes
 - Plan annual leave cover & manage requests from direct reports
 - Schedule 1:1 meetings with direct reports
4. Regularly assist in the production of reports for the centre/service areas some of which may contain highly confidential clinical and/or operational/information and circulate to the appropriate audience
5. To assist with projects by collating relevant information and undertaking associated administrative tasks
6. The post holder is responsible for identifying any gaps in processes within their remit and will therefore propose changes to policy and working practices as required
7. To provide administrative support for activities with a financial element:
 - Raise and submit PECOS orders
 - Submit travel and accommodation requests
 - Track and submit expenses for the Head of Clinical Services, & direct reports
 - Maintain a system to ensure managers confirm their team's expenses, before month end
8. To assist with the administration of leave:
 - Submit annual leave requests for the Head of Clinical Services, & direct reports
 - Process requests for the direct reports & escalate any potential conflicts
 - Document & track absence for direct reports, of the Head of Clinical Services
9. To provide administration support for the management of public and partner feedback:
 - logging the issue and tracking progress on the investigation
 - closing the file on Respond system and ensuring completion of outstanding actions

5. SYSTEMS AND EQUIPMENT

The post holder is based predominately within a contact centre environment and is a designated DSE user.

The post holder is a proficient user in the following software applications:

- Word – for the provision of department records, reports, communication.

- Excel – for the management of data to enable the generation of reports including financial reporting
- PowerPoint – for the production of presentations.
- Outlook – for effective and efficient communication.
- Sharepoint – for document management and storage
- Frontline applications including SAP – for reporting & work force management tools
- All NHS 24 office systems including SSTS, e:ESS, Respond, PECOS
- Photocopier and fax machines
- Video & teleconferencing equipment

6. DECISIONS AND JUDGEMENTS

The post holder works fairly autonomously on a daily basis but within parameters agreed with the Head of Clinical Services. They are expected to use initiative and prioritise their own workload, although advice is available when required.

Decision-making re forwarding emails, passing on correspondence, in absence or availability of the Head of Clinical Service

The ability to identify and prioritise information and requests to ensure matters requiring urgent attention and immediately drawn to the attention of the Head of Clinical Service

Management of confidential information to ensure only this is passed on when and if it is appropriate to do so.

7. COMMUNICATIONS AND RELATIONSHIPS

The post holder is required to develop good working relationships across all levels both internal and external to NHS 24. Key internal communications are with the Head of Clinical Service's direct reports and the Service Delivery management team. This also extends to the Directors and the Executive Management Team. In co-located centres, this also includes all contact centre staff and partners. Key external communications are with Health Board and Integrated Joint Board partners, Health and Social Care colleagues.

8. PHYSICAL DEMANDS OF THE JOB

Physical

- This post holder will be required to spend significant periods of time using a visual display unit predominately within a contact centre environment.

Mental

- Working within an open plan office, the post holder will be required to maintain pro-longed levels of concentration, whilst being subject to frequent interruptions.
- Maintain high level of concentration when attending formal meetings and recording formal minutes

Emotional

- This post holder will have exposure to information, which can be highly sensitive and confidential some of which will relate to patient information

9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

The most challenging area of the job is multi-tasking and balancing a diverse workload with tight deadlines. Ongoing diary management with meetings being constantly being re-scheduled.

Prioritisation will be key to ensuring areas of responsibility are delivered to a consistently high standard. The role will often require exposure to confidential and sensitive information, requiring discretion and diplomacy and at all times, adhering to the NHS Code of Confidentiality.

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

- Educated to HNC level or equivalent level of administration support at a senior management level.
- Previous experience in an administration / coordination role within a large organisation, including recording minutes.
- Fast and accurate word processing skills
- Excellent IT and PC skills.
- Excellent written and verbal communication skills.
- Excellent interpersonal and organisational skills.
- Ability to work on own initiative and without close supervision or as a fully supportive and integrated team player
- High attention to detail, prioritising workload and balancing conflicting priorities
- A pro-active 'can do' approach.