# NHS FORTH VALLEY



# JOB DESCRIPTION

**1. JOB DETAILS**

**Job Title:** **Administrator/Personal Assistant**

**Responsible to: Director of Medical Education and Clinical Education Manager**

**Department: Medical Education and Library**

**Job Reference: UD-BN-AC-132**

**2. JOB PURPOSE**

The post holder will be responsible for proving a comprehensive range of administrative support to the Senior Administrator and on occasion the Director of Medical Education (DME), Deputy DME (DDME) and Clinical Education Manager (CEM), which will allow the overall objectives to Medical Education service to be achieved.

**3. Dimensions**

**Medical Education**

The Medical Education Team is led by the DME, supported by the Deputy DME and is managed by the Clinical Education Manager, with a team of administrative staff, a librarian and Clinical Teaching Fellows (CTF). The DME main focus is to ensure the delivery of high quality of medical education and training from undergraduate through to postgraduate and ongoing mandatory CPD for career grade staff.

The department works with a number of stakeholders including NHS Education for Scotland, Scotland’s Deanery and other boards across NHS Scotland.

The team manages the delivery of a variety of weekly teaching sessions for Foundation years 1 and 2 Doctors, Core trainees (range of specialties) and undergraduate medical students.

There is no staff management or supervision attributed to the post. There is no budgetary or authorised signatory responsibility.

**4. KEY DUTIES**

**Responsibilities**

* **Patient Client Care**

**There is a responsibility to:**

* Have incidental contact with patients and volunteers
* **Policy and Service**

**There is a responsibility to:**

* Provide administrative and secretarial support to the Senior Administrator, DME, Deputy DME, Clinical Education Manager.
* Prepare and distribute documents and / or instructions through email, collating and disseminating responses to relevant recipients.
* Design, implement and continually develop office systems, to ensure procedures are as efficient and effective as possible.
* **Finance and Physical Assets**

**There is a responsibility to:**

* Prepare invoice requests to Finance department
* Monitor and maintain stock levels, place orders and check any receipts upon arrival
* There is no budgetary or authorised signatory responsibility
* **Staff Management/Supervision, Human Resources, Leadership and/or Training**

**There is a responsibility to:**

* There is no staff management or supervision attributed to the post.
* Distribute training information to all medical staff across the NHS Forth valley in relation to relevant teaching or information sessions.
* **Information Resources**

**There is a responsibility to:**

* Preparation of reports, SBARS and business cases for internal and external consideration which adhere to NHS Forth Valleys templates.
* Deal with electronic / manual diary and meetings and commitments using initiative to prepare relevant papers and reminders to prioritise and progress arrangements effectively and efficiently for DME, DDME, Clinical Education Manager and Senior Administrator.
* Maintain an action log system to ensure actions delegated by senior management have been dealt with within specified deadlines and bring to their attention action deadlines and any other relevant information.
* Format and create excel spreadsheets and enter medical student teaching attendance, update teaching timetables into the relevant spreadsheets or databases as appropriate for undergraduate and postgraduate students/trainees.
* Management of a range generic email accounts: Post graduate Medical Education, Undergraduate Medical Education, Library Service, Chief Residents and Doctors in Training Support.
* Use of computer and associated computer software packages including Office 365 as well as all other office equipment. For example photocopier.
* Maintain appropriate systems, both paper and electronic, for storing information for the staff within medical education.
* **Research and Development**

**There is a responsibility to:**

* Promote and model NHS Forth Valley’s values through the application of appropriate behaviours and attitudes.

**Skills**

* **Physical**

**There is a requirement to:**

* There is a requirement to be familiar with the general use, storage and care of all equipment used within the area of work.
* Move training equipment
* Use a keyboard to complete the majority of the work on a daily basis.
* Use speed and accuracy when using keyboard or when taking written notes.
* **Communication**
* Receive and deal with telephone calls, emails and other written correspondence from internal and external sources responding or escalating as required.
* Act as first point of contact for Senior Administrator, DME, DDME, Clinical Education Manager.
* The post holder will require establishing and maintaining close working relationships with the Senior Administrator, DME, Deputy DME, and Clinical Education Manager, also with colleagues from other Departments across the organisation. e.g educational supervisors, departmental administrators, medical workforce, IT system administrators and with external stakeholders e.g NES
* Contribute to the effective organisation and day to day workload; this includes compiling, refining and responding to a wide range of communications on a daily basis, in person, via MS Teams, email or telephone.
* There is also a requirement to be able to communicate sensitive and controversial information. This information could affect a range of staff or services internally and externally across the organisation. The post holder must be able to communicate using tact and diplomacy to ensure appropriate levels of privacy and confidentiality are maintained in line NHS Forth Valley policies and procedures.
* Proactively deal with issues as they arise independently with the use of initiative on a daily basis
* Report general maintenance issues to Estates Department or Facilities Management teams.
* **Analytical**

**There is a requirement to:**

To create and deliver:

* Allocate appointments, using discretion as appropriate for DME, DDME and CEM.
* As delegated by the Senior Administrator, attend meetings on their behalf as appropriate.
* Use discretion as appropriate draft responses when actioning mail on behalf of the Senior Administrator, DME, DDME and CEM for approval. This may include pulling together information for various sources, analyzing the information and drawing out relevant points.
* Deal with email in box and diary requests, highlighting any urgent matters and ensure any attached papers are made available for meetings as appropriate.
* Arrange attendance at workshop, seminar etc for the Senior Administrator, DME, DDME and CEM, also accommodation and travel as required. Also ensuring courses are paid to ensure bookings.
* **Planning and Organising**

**There is a requirement to:**

* Contribute to the efficient organisation and day to day running of Medical Education department office. This includes compiling, refining and responding to a wide range of communications.
* Deal with incoming and outgoing correspondence on behalf of the Senior Administrator, DME, DDME and CEM as appropriate. This will include the distribution of papers and other materials to the appropriate individuals in a timely manner.
* Demonstrate sound judgment and ability to prioritise work, anticipate future requirements and adapt to new developments.
* Arrange meetings on behalf of the Senior Administrator, DME, DDME and CEM, also arranging suitable meeting locations, relevant equipment, catering and possible travel and accommodation.
* Update medical education website with postgraduate and undergraduate events, including induction information.
* Co-ordinate meetings and events, plan and liaise with attendees and speakers, book venues, organise catering and collate and distribute corresponding paperwork as required.

**Effort and Environment**

* **Physical**
* Advanced level of typing ensuring high degree of speed and accuracy.
* Ability to work for long periods, sitting at restricted position for a large part of the post holder’s day.
* Moving stores and supplies when necessary.
* **Systems**

The post holder is expected to be able to use the following systems to a high standard of application:

* Telephone
* PC and IT packages
* Audio equipment
* Photocopier
* Printers and Scanners
* Microsoft packages- Office 365, including TEAMS and MS Forms
* Electronic diaries
* Payroll system (SSTS)
* Medical Education website
* Internet navigation
* Intranet publishing
* Responsibility for day to day maintenance of office equipment, reporting any faults to Estates Department.
* TURAS: update trainee/trainer information and trouble shoot any user issues
* **Mental Effort**
* Responsive to a very high volume of unpredictable work demands including frequent distractions which can lead to a change in task frequently throughout the day, whilst still being expected to complete tasks to deadlines
* Constant review of workload required to ensure objectives met.
* High level of concentration required for taking minutes, typing lengthy reports and assessments, ensuring a high level of accuracy at all times.
* Confidential, diplomacy, tact and discretion are required at all times.
* **Emotional Effort**
* Letters/reports for typing frequently contain sensitive information and material of highly distressing nature. Files can hold sensitive, unpleasant and emotional material, e.g. highly confidential personal information.
* Deal empathetically and discreetly with upset complainants or members of staff.
* **Working Conditions**
* Continuous interruptions can lead to challenging working conditions and can lead to a noisy environment
* Continuous use of Display Screen Equipment for the majority of the day.
* Moving training equipment
* Carry out any other duties relevant to the grade as deemed appropriate by the Senior administrator, DME, Deputy DME, CEM or senior administrator.

**5. FREEDOM TO ACT WITHIN THE JOB**

* The post-holder reports to the Senior Administrator, CEM, DME and Deputy DME for NHS Forth Valley, who will assign work on an ongoing basis.
* Work will be undertaken independently with advice and guidance readily available from the senior administrator in the first instance, and CME, DME and DDME as necessary.
* The post holder will recognise that practices will evolve during the term of the post to reflect changes in training and education recommendations. e.g GMC, Royal Colleges and NES.
* Review of performance in this post is undertaken through the agreement of performance objectives and individual performance appraisal (TURAS) by the senior administrator.
* Formal appraisal is undertaken on an annual cycle but there will also be the opportunity for more frequent informal reviews of current developments and progress on major issues on an ongoing basis.

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

* Secretarial or administration qualification evident by the attainment of formal qualification at HND or similar gained through equivalent work experience in a NHS setting or administrative position.
* Ability to work with autonomy and very limited supervision
* High level of knowledge and understanding of the application of IT skills and systems and their operation, in an administrative setting.
* High level of literacy and numeracy applicable to the preparation of documents and reports.
* Advanced keyboard skills
* Prioritising workloads and its completion to high standard with deadlines.
* The ability to manage high volumes of often complex work with conflicting priorities at speed and tight deadlines.
* Well developed interpersonal and communication skills.

**7. DEPARTMENT ORGANISATIONIONAL CHART**