



**Personal Assistant (PA)
to Executive Director**

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Contents

Job Advert.....	3
Job Description	4
Person Specification	9
Introduction to Orkney and NHS Orkney	11
Recruitment Process.....	13



Job Advert



Personal Assistant to Director Corporate Services Team

Band 4 £29,102 – £31,523 including Distant Islands Allowance pro rata per annum

Part-time: 33.75 hours per week

Fixed Term for 9 Months

An exciting opportunity has arisen within NHS Orkney Corporate Services for a Personal Assistant to join our team.

The post holder will provide a high level of personal assistant support to the Executive Directors along with providing a comprehensive administrative service for Governance Committees and other groups as directed. Ensuring the delivery of an effective, efficient and quality service at all times.

As the successful candidate you will have a recognised qualification equivalent to SVQ3 in business and administration or have a range of previous administrative experience.

The post holder will be conversant with office procedures and systems and have excellent written, communication and interpersonal skills. They must be able to handle and prioritise a diverse workload including matters of a highly sensitive nature ensuring confidentiality is maintained at all times. Excellent organisational skills are essential along with the ability to promote and present a positive image of the Board and its services.

For further information on this post, please contact Louise Wilson. Director of Public Health on Louise.Wilson2@nhs.scot.

This post is subject to a Disclosure Scotland check.

Job Description

1. JOB DETAILS	
JOB TITLE	Personal Assistant (PA) to Executive Director
SERVICE	NHS Orkney
DEPARTMENT	Corporate Services
GRADE	Band 4
LOCATION	The Balfour
REPORTING TO	Director of Public Health

2. JOB PURPOSE

To provide a high level of confidential personal assistant and comprehensive administrative support to the Executive Directors, assisting in the discharge of management duties and responsibilities effectively and efficiently.

Provide comprehensive clerking services to the Board Governance Committees and other groups as directed.

3 DIMENSIONS

You will be part of a small team that works to ensure that Corporate Services (including Executive Management Team) are supported to a high level.

- 4. KEY RESULT AREAS**
- Manage and maintain the Directors' diary and email accounts.
 - Receive all incoming calls to the Directors' office and respond using own initiative redirecting to other staff where appropriate.
 - Proactively sifting and prioritising all incoming mail and emails, filtering, forwarding and where necessary drafting responses and coordinating replies on the Directors' behalf to ensure that they can focus on key strategic business.
 - Ensuring that all correspondence is delegated and actioned by others in the Directors absence.
 - Ensure all work and discussions, where necessary, are carried out with the strictest of confidentiality at all times.

- Provide comprehensive administrative services for meetings of the Governance Committees and other groups as directed.
- Attending and producing accurate minutes of meetings and progressing appropriate follow up action as required within Corporate Services, meeting local quality standards.
- To organise all travel itineraries and accommodation requirements ensuring this is done in the most efficient and cost-effective manner.
- Schedule, plan and arrange visits for external bodies with NHS staff in Orkney as necessary.
- Process the ordering of goods and services for the Directors, as necessary.
- Maintain and keep under review relevant filing systems (including electronic database systems) adhering to organisational records management policies and procedures.
- Monitoring schedules and ensuring that deadlines are met for replies to correspondence, submission of returns, production of meeting reports and project work.
- Adhere to the organisational administrative policies and procedures and develop where necessary, to include all duties within the Directors' offices.
- Maintain attendance, absence and sickness records for designated staff.
- Ensure that SSTS is completed for all personnel within Directors' responsibility.
- Ensure SSTS expenses are accurately submitted on time.
- To participate in the appraisal system undertaking training as necessary to fulfil the requirement of the post.
- Promote and present a positive image of the Board and its services.
- Act with tact and diplomacy at all times.
- Provide advice and training in own role to existing and new members of staff as required.
- Ensure that any work activity does not compromise health, safety or security of self or others as defined in the Health and Safety Policy. Supporting colleagues to ensure that their working environment is as safe as possible and complies with relevant Health and Safety requirements, taking steps to manage and minimise risks as appropriate.

5. ASSIGNMENT AND REVIEW OF WORK

The post holder whilst directly reporting to the Director will have a degree of autonomy to deliver their agreed personal objectives, managing own workload, with access to support when required.

The Director will be mainly responsible for the assignment of work.

The Director will be responsible for day to day management and appraisal process.

As an employee of NHS Orkney the postholder is required to adhere to NHS Orkney:

- policies with regard to the data protection and confidentiality of information
- Health and Safety and Risk Management policies
- policy on Equal opportunities and Diversity

The postholder will undertake any training as necessary to carry out the duties of the post.

Using initiative with minimum supervision to make decisions regarding workload priorities, enquiries, correspondence in the absence of the Directors.

6. COMMUNICATIONS AND WORKING RELATIONSHIPS

Communicates effectively with a wide range of people including colleagues, managers, staff, external agencies, across all disciplines, over the telephone, in person and in writing

Internal:

- Chief Executive and Directors
- NHS Orkney Board Chairman and Non Executive Directors
- Heads of Service
- Senior Managers
- Staff at all levels

External:

- Colleagues in other NHS Boards
- Colleagues from Local Authority
- Scottish Government Health and Social Care Directorate staff
- Media
- Members of the Public

Communication will be by telephone and email with the individual expected to manage calls and provide appropriate responses to the large volume of emails received on behalf of the Directors.

7. MOST CHALLENGING PART OF THE JOB

- Ensuring that deadlines are met for the preparation of agenda papers and the production of concise accurate records of meetings
- Dealing with queries/problems in the absence of senior staff members
- Managing own diverse workload
- Dealing with complex enquiries
- Balancing conflicting priorities
- Frequently working in a reactive and fast paced working environment

8. SYSTEMS

- Daily use of Microsoft Office Suite, Blog and internet
- Microsoft Teams
- PDF Converter Professional – use to create, bookmark and view PDF documents
- E:ESS / SSTS / Turas
- PECOS
- JobTrain
- General office equipment eg iPads, laptops, photocopier, laminator, shredder
- Video and teleconferencing equipment

9. PHYSICAL EFFORT

- Long periods of time sitting at a desk operating a PC
- Required to use keyboard / VDU for prolonged periods
- Elements of bending and lifting – ie equipment
- Requirement for speed and accuracy

10. MENTAL EFFORT

- Frequently required high levels of concentration and may be required to switch tasks with no prior knowledge or at short notice
- Long periods of concentration required when attending meetings, transcribing and producing minutes
- Requires a high degree of concentration and accuracy when preparing agenda and papers for issue, typing reports or inputting data
- Required to act sensitively when dealing with distressed members of staff or public
- Required to deal with highly sensitive, confidential and on occasions distressing information
- Frequent interruptions.

11. EMOTIONAL EFFORT

- Deals with emotive and sensitive issues
- Angry and upset patients or staff as first point of contact for Director
- Required to minute meetings where sensitive and contentious issues are being discussed

12. WORKING CONDITIONS

- Office environment
- Home working

Job Description Agreement	
Job Holder's Signature	Date:
Head of Department Signature	Date:

Person Specification

Job Title: Personal Assistant to Executive Director
Department: Corporate Services
Location: The Balfour

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	<p>Conversant with office procedures and systems and able to demonstrate prior experience in working in a secretarial or admin role.</p> <p>Previous secretarial / administrative experience</p>	<p>Previous experience with the NHS or Public Sector</p>
QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS	<p>Recognised qualification in Administration equivalent to HNC in Secretarial Studies or Business Administration, or SVQ in Administration at Level 3, or significant relevant equivalent practical experience.</p>	<p>Previous experience within the NHS or local Authority</p>
KNOWLEDGE AND SKILLS	<p>Must show competence in the use of range of computer packages evidenced by experience or formal qualification e.g. ECDL</p> <p>Experience of minute taking</p> <p>Evidence of excellent written and oral communication skills</p> <p>Able to work on own initiative and take personal accountability</p> <p>Demonstrable ability to manage priorities and excellent time management skills</p> <p>Demonstrable organisational and planning skills</p> <p>Strong planning and ability to apply a sense of perspective on dealing with multiple tasks.</p>	<p>Previous minute taking experience at corporate governance level or equivalent</p>

<p>DISPOSITION</p>	<p>Diplomatic and discreet in approach, able to manage a complex, demanding and diverse workload, including matters of a highly confidential and sensitive nature, and be able to work to deadlines.</p> <p>A strong team player with exceptional interpersonal and communication skills and have the ability to demonstrate initiative.</p> <p>Demonstrable evidence of drive for improvement and sense of integrity.</p> <p>Attention to detail.</p> <p>Ability to develop working relationships with Board members and other senior staff.</p>	
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Introduction to Orkney and NHS Orkney



Lying off the northern coast of Scotland, between John O’Groats and the Shetland Isles, Orkney is an archipelago of over 70 beautiful islands; 17 of which are inhabited. The total population is approximately 22,000, with most people living on the Orkney Mainland. Kirkwall, the capital with its spectacular red sandstone 12th-century cathedral and a population of 7,500, is the administrative centre of Orkney with a good mixture of shops, supermarkets, and businesses.

Orkney is a wonderful place to live and offers excellent schools and leisure facilities, low pollution, low crime, unique wildlife, and amazing scenery. Although remote, there are excellent transport connections with numerous flights to Aberdeen, Glasgow, Edinburgh, and Inverness every day. There are ferry services to Aberdeen, Scrabster, and Gills Bay, and of course to the smaller isles in Orkney.

Orkney’s economy is based on agriculture, generating some £30 million per year. Farmers breed and rear beef cattle, dairy cows, and sheep of the highest standard. Orkney has international recognition for its food, with cheese, beef, lamb, and fish produce becoming well known; not to mention whiskey, beer, and gin. Tourism, oil, and the renewable energy sectors are increasingly important. Orkney is at the forefront of the renewable wave and tidal energy drive in the UK.

Kirkwall is a great place for children and a wonderful environment for a family. There is a very strong community spirit with a wide range of cultural and sporting activities for adults and children. Schools in Orkney are very good, with no private fees. Imagine all of this within walking distance of your home and workplace. For residents and visitors there is so much to see and do: playing a round of golf, fishing, kayaking, walking, cycling, diving, wind surfing and horse riding are but a few. The Pickaquoy Centre provides a modern well-equipped sports facility, swimming pool and entertainment centre. There are many cultural activities, with annual music, jazz and science festivals attended by internationally renowned artists and scientists. There is an extremely wide variety of activities for children



and young people. Homes are very affordable and with little traffic, travelling around the islands is easy.

According to the 2020 Bank of Scotland quality of life survey, for eight years in a row Orkney was crowned the best place to live in Scotland. The island took the top prize due to high employment levels, low crime rates, smaller primary class sizes along with good health and happiness scores. With its strong sense of community, picturesque landscape and rich archaeological treasures, the archipelago frequently wins the hearts of visitors.

Not only is Orkney one of the most affordable places to live in the UK, it also has one of the highest employment rates, with 88 per cent of residents between 16 and 64 currently in work. The low crime rate means that many people do not even lock their front doors to allow the postie to place the post and packages inside the door. As for overall wellbeing, more than nine in 10 Orkney residents report good or fairly good health.

To find out more about living and working in Orkney go to www.orkney.com and learn more about NHS Orkney at www.ohb.scot.nhs.uk.



Recruitment Process

The NHS Scotland Everyone Matters 2020 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, the vision will continue to modernise the way we work, embracing technology and digital transformation.

All vacancies will be advertised on NHS Scotland's recruitment website:

<https://apply.jobs.scot.nhs.uk/>

Internal vacancies will be advertised on NHS Scotland's internal recruitment website:

<https://apply.jobs.scot.nhs.uk/internal/>

CVs are not accepted as a form of application; NHS Scotland's electronic application form must be used on the above links.

All adverts will close at midnight on the advertised closing date.

Our selection process will consist of the following assessments:

- **Application short listing** – application forms are reviewed and those meeting the role requirements will be invited to a competency-based interview
- **Interview/Assessment** – competency-based interviews have a focus on NHS Orkney's core values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

Any job offer will be subject to meeting the conditions of NHS Orkney's safer pre- and post-employment checks policy:

- **Employment references** - references should include current and previous employers covering the last 3 years of your employment history
- **Evidence of qualifications** – candidates will be required to provide evidence of their qualifications, including proof of professional registration if required
- **Medical assessment** – the Occupational Health service will make an assessment on your fitness to carry out the information provided in a questionnaire. In certain circumstances further information is required and Occupational Health may contact you by telephone or request that you attend for an appointment
- **Criminal conviction check** – all applicants who apply for posts which are exempt from the Rehabilitation of Offenders Act 1974 and who will have access to patients during their employment will be required to consent to a Disclosure Scotland Criminal Records Check or join the Protection of Vulnerable Groups Scheme.
- **Immigration, Asylum and Nationality Act 2007 – Prevention of illegal working** – candidates must be eligible to work in the UK, evidence of this must be provided.

For any queries relating to this vacancy, or our Recruitment Process, please email

ork.recruitment@nhs.scot

Equality and Diversity

NHS Orkney is committed to Equality & Diversity <https://www.ohb.scot.nhs.uk/about-us/equality-and-diversity>