

# JOB DESCRIPTION

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| **1. JOB IDENTIFICATION**  **Job Title:** Secretary  **Responsible to:** Mental Health Business Support Manager  **Department & Base:** Mental Health Management Team, Huntlyburn Cottages  **Date this JD written/updated:** 3.2.15 – updated Person Specification 25.8.15  **Job Reference Number:** |
| **2. JOB PURPOSE**  To provide and deliver an efficient and professional secretarial and administrative support service to the Senior Managers within the Mental Health Service. |
| **3. ORGANISATIONAL POSITION**  Mental Health Senior Managers  Business Support Manager  Personal Assistant/s  **This Post Secretary** |

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| 1. **SCOPE AND RANGE**    * Carrying out the main duties and responsibilities of the post with guidance from the line manager and Senior Managers where necessary.    * The post holder organises diaries, agendas and takes minutes, types reports, letters, presentations, etc.    * The post holder has no budgetary responsibility.   **OUR VALUES IN ACTION**  ●Care and Compassion ●Quality and Teamwork ●Dignity and Respect ●Openness, honesty and responsibility |
| MAIN DUTIES/RESPONSIBILITIES  * + To provide a day-to-day secretarial service and support to the Senior Managers by maintaining and updating diaries; filtering emails; typing letters, reports and presentations; updating training plans and managing meeting agendas and actions.   + Undertake general office duties including recording of telephone messages to ensure queries are dealt with appropriately, filing, photocopying, receiving and relaying emails allowing all other duties to operate effectively.   + Responsible for the creation of agendas for meetings, taking and typing of action notes, following up actions and distributing information to all the appropriate people to ensure that meetings can operate efficiently.   + To maintain an appropriate electronic filing system to enable information to be stored securely and be easily retrievable. To maintain an on-going electronic archive system as appropriate.   + To be responsible for the placing of stationary orders once approved and signed off ensuring that stationery levels are maintained.   + To provide holiday and sickness cover for the Management PA/Secretarial cohort and other secretarial colleagues as required.   + To ensure confidentially is maintained in accordance with organisational policies and statutory legislation.   + This list is not exhaustive. The post holder may be required to pick up other duties if and when required. |
| SYSTEMS AND EQUIPMENT  * + A comprehensive working knowledge of all computer software/packages, including mocrosoft Word, Excel, PowerPoint and Access, and Internet Explorer.   + A working knowledge of the fax machine, photocopier, document binder, laminator, printers, document scanning, phones, digital camera, computer, video conferencing equipment and audio transcription equipment.   + Hard copy and electronic copy filing and archiving systems. |

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| DECISIONS AND JUDGEMENTS  * + The postholder is delegated a variety of tasks directly by the Business Support Manager and / or Senior Managers and is responsible for ensuring such tasks are dealt with accurately, efficiently and on time.   + The postholder exercises own judgement in prioritising the day-to-day workload to allow completion of work on time.   + The postholder uses own initiative and judgement in managing the diary of the Senior Managers.   + The postholder observes the need for confidentiality at all times when dealing with staff and patient confidential information and is sometimes required to deal with telephone complaints from members of the public in a calm and reassuring manner. |
| COMMUNICATIONS AND RELATIONSHIPS  * + The postholder communicates and builds relationships on a daily basis by face-to-face, telephone and email with colleagues in a wide range of departments and services across NHS Borders and NHS Scotland.   + The postholder communicates and builds relationships on a daily basis by telephone and email with external contacts including; visitors, media agencies, MPs, MSPs, Scottish Borders Council colleagues, Police, members of the public, the Scottish Government and other third sector agencies. * It is essential that the postholder maintains a professional manner, presents a positive image of the organisation and is helpful in all day to day communications. |
| PHYSICAL DEMANDS OF THE JOB  * + Accurate and efficient keyboard skills.   + Constant use of VDUs and telephones.   + Desk bound for most of working time.   + Manual handling skills of heavy objects in line with manual handling regulations.   + Working within busy department/environment. |
| MOST CHALLENGING/DIFFICULT PARTS OF THE JOB  * + Arranging meetings when time and attendee availability is limited.   + Dealing with situations that arise for which the postholder has limited experience or knowledge.   + Managing and prioritising the workload and responding to tasks that require immediate attention. |

# PERSON SPECIFICATION

Below are the essential and desirable knowledge, training (including qualifications) and experience required to do this job:

# ESSENTIAL

* SVQ/NVQ 3 qualification or equivalent evidenced experience in a similar role.
* Up-to-date knowledge and experience of e-mail and Microsoft Office package, in particular Excel, Word and Outlook.
* Excellent communication skills.
* A tactful and diplomatic approach to dealing with sensitive and confidential information.
* Excellent organisational skills, including the ability to prioritise own workload effectively.
* Well established numeracy, literacy and computer skills.
* Ability to work on own initiative and as part of a team.
* Ability to operate effectively when under pressure and when working to strict timelines

# DESIRABLE

* Previous experience/knowledge working within an NHS environment

# TERMS AND CONDITIONS

**Grade and salary**: Band 3: £17,760 - £20,727 per annum pro rata

**Hours of work**: 37.5 hours per week, Permanent

**Annual leave**: 27 days per annum pro rata

Details of other types of leave entitlement (such as sick leave) are set out in the Agenda for Change handbooks.

**Public Holidays:** 8 days per annum pro rata on dates designated by NHS Borders

Details of other types of leave entitlement (such as sick leave) are set out in the Agenda for Change handbook.

**Superannuation:** The post-holder is entitled to join the NHS superannuation pension scheme.

# If Unsuccessful:

If you have **NOT** heard from us within **4 WEEKS** of the closing date, then we regret that your application has not been successful on this occasion. However, we appreciate your interest

in working with NHS Borders and your time and effort in completing the application form. We

would welcome your application for future posts.

# Equal Opportunities:

In NHS Borders, we believe that all staff should be treated equally in employment. We will not discriminate against any member of staff, or job applicant, on grounds of

* age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.
* Trade Union membership.

# Disclosure checks:

We carry out criminal record checks on new staff who fall within certain staff groups within NHS Borders, through Disclosure Scotland. We send out Disclosure Forms to all shortlisted

candidates for these staff groups, and ask for these to be completed and returned at interview. If a successful-at-interview candidate forgets to bring their completed form to interview, then

they will be required to return the form (and proofs of identity) within 7 days, otherwise the

provisional job offer will be withdrawn. Unsuccessful candidates forms will be shredded. The Rehabilitation of Offenders Act does not apply to this post.

# Mandatory Induction Standards for Healthcare Support Workers in Scotland:

Your performance must comply with the Mandatory Induction Standards for Healthcare Support Workers in Scotland and with the Code of Conduct for Healthcare Support Workers (in line with

CEL 23 (2010)), both subject to amendment from time to time, which are attached.

If, despite ongoing support, you fail to adhere to the Standards or to comply with the code, your performance will be managed in line with the NHS Borders Management of Employee Capability Policy and could result in the termination of your employment with NHS Borders.

# Tobacco policy:

We have a Tobacco policy in place. When selecting staff, we do not discriminate against applicants who smoke, but staff must observe our policy on smoking.

# Hepatitis B:

We offer Hepatitis B immunisation through our Occupational Health Service (OHS). If you think you may be at risk of contracting Hepatitis B through your job, you should ask for this

immunisation at OHS.

**If your work involves exposure-prone procedures**, you must keep to the document “Protecting Health Care Workers and Patients from Hepatitis B”, and the NHSiS Management Executive Directive on this issue. You must be immune to Hepatitis B, and if you cannot prove that you are immune, OHS will investigate to find out whether you are Hepatitis B positive or not.

# Health and Safety at Work:

You must look after the health and safety of yourself and anyone else who may be affected by what you do at work. You must also co-operate with us to make sure that we keep to legal

and organisational safety regulations. You can get more information from the NHS Borders’

Health & Safety Adviser.

# The closing date for completed application forms is: 5pm on Wednesday 06 December 2017