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# JOB DESCRIPTION

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| 1. **JOB IDENTIFICATION**     **Job Title:** Secretary    **Responsible to:** A&C Team Leader    **Department & Base:** BGH    **Date this JD written/updated:** 3.2.15 – updated Person Specification 25.8.15 |
| 1. **JOB PURPOSE**   To provide and deliver an efficient and professional Secretarial and Administrative support service to the Senior Managers within the Hospital Management team. |
| **3. ORGANISATIONAL POSITION**   Hospital Management Senior ManagersAdmin and Clerical Team Leader 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 within Hospital Management where necessary. * The post holder organises diaries, agendas and takes minutes, type reports, letters, presentations, etc. * The post holder has no budgetary responsibility. |
| **5. MAIN DUTIES/RESPONSIBILITIES**     * To provide a day-to-day secretarial service and support to the Senior Managers and Operational Managers by maintaining and updating diaries, managing the Senior Managers and Operational Managers emails, typing of letters, reports and presentations, etc. * 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 minutes, following up actions and distributing information to all the appropriate people to ensure that meetings can operate efficiently. * To maintain an appropriate filing system to enable information to be stored securely and be easily retrievable. To maintain an on-going archiving system. * 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. |
| 1. **SYSTEMS AND EQUIPMENT**      * A comprehensive working knowledge of all computer software/packages, including Windows XP, Word, Excel, PowerPoint, Microsoft Outlook, Access, Jobtrain, SSTS 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. |
| 1. **DECISIONS AND JUDGEMENTS**      * The postholder is delegated a variety of tasks directly by the Managers and or Team Leader within Hospital Management and is responsible for ensuring such tasks are dealt with accurately, efficiently and completed 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 Service and Operational 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. |
| **8. 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 it’s agencies, etc * 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. |
| **9. 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. |
| **10. 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**

For the post of

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

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| **ESSENTIAL**   * SVQ/NVQ 3 qualification or equivalent level of experience in a similar role. * Up-to-date knowledge and experience of e-mail and Microsoft Office package, together with excellent keyboard skills. * Excellent communication skills. A tactful and diplomatic approach to dealing with sensitive and confidential information. * Excellent organisational skills (including the ability to prioritise and reprioritise own workload effectively). * Numeracy, literacy and computer skills. * Ability to work on own initiative, and as part of a team. * Demonstrate excellent organisational flexibility with regard to work schedules. * Demonstrate the ability to operate effectively, under pressure and to strict guidelines |