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#### JOB DESCRIPTION

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| JOB IDENTIFICATION | |
| Job Title: Personal Assistant to Director of Midwifery/Head of Midwifery & Nursing  Responsible to (insert job title): Clinical Services Co-ordinator  Department(s): Women & Children’s Directorate Office  Directorate: Women, Children & Clinical Services Directorate  Operating Division: Acute Services  Job Reference:  No of Job Holders: 1  Last Update : April 2024 | |
| 2. JOB PURPOSE | |
| To provide a comprehensive personal administrative and secretarial support the Women, Children & Clinical Services Directorate Director of Midwifery and Head of Midwifery/Nursing.  To assist with creating, developing and maintaining systems and processes to ensure timely, accurate information to the senior management team on aspects of Directorate’s performance. | |
| **3. DIMENSIONS** | |
| NHS Fife Acute Services division has a management structure based on Clinical Directorates.  The Directorate of Women, Children’s and Clinical Services provides a service Fife wide. The total Directorate budget is £59M and it has 1081 wte staff.  The Directorate Nursing Budget is £29M and there are 857 wte Nursing Staff.  The role of the Directorate is to provide women, children’s and clinical services to residents throughout Fife. This includes new and review out-patients, surgical procedures, laboratory testing, radiology, physiotherapy and occupational therapy. | |

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| 4. ORGANISATIONAL POSITION |
| Service Manager  Womens Services  Service Manager  Paediatrics and Neonates  Head of Midwifery and Nursing  Clinical Services Coordinator  Personal Assistant to Director of Midwifery and Head of Midwifery and Nursing  Director of Midwifery  General Manager |
| 5. ROLE OF DEPARTMENT |
| The role of the Directorate is to work in a single system with secondary care, Community Services and social care colleagues to deliver high quality patient services and patient experience whilst ensuring the delivery and sustainability of local and national performance indicators within allocated resources  In an ethos of continuing improvement, to ensure effective communications and integrated working across the health care system and with patients and others to ensure safe, effective and efficient patient pathways that support care provision as close to home as possible.  NHS Fife Acute Services Division has a management structure based on Clinical Directorates and provides Acute Services to a population of approximately 380,000 adults and children. The Acute Services Division has a budget: c£220M and 4050 WTE.  The Women, Children’s & Clinical Services Directorate is responsible for the following services:-   * Obstetrics & Gynaecology * Paediatrics & Neonates * Radiology * Laboratories * Therapies & Rehab * Occupational Therapy * Allied Health Professionals   The Women, Children’s & Clinical Services Directorate provide a full range of high quality, evidence based out-patient, ambulatory and inpatient services for the population of Fife. The management arrangements place emphasis upon personal accountability with delegated authority for the achievement of agreed targets and objectives which reflect those of the Acute Services Division. |
| 6. KEY RESULT AREAS |
| * Provide a comprehensive secretarial and administrative support to the Director of Midwifery and Head of Midwifery & Nursing. * Assist the Director of Midwifery and Head of Midwifery & Nursing in managing and prioritising their daily workload by arranging meetings, often at very short notice. Being an identified point for callers to the office, by telephone or in person and to deal with enquiries, resolve difficulties and advise on the proper channels of communication to ensure that managers have few inappropriate interruptions and the image of the organisation is portrayed in a professional manner. * Plan and manage the Director of Midwifery and Head of Midwifery & Nursing diaries, ensuring that venues for meetings are booked and appropriate facilities provided. * Prepare and arrange papers for meetings and issue. * Type and draft correspondence, including audio typing. * Act on requests from Director of Midwifery and Head of Midwifery & Nursing, initiate actions to be able to obtain and collate information required urgently and respond to these at short notice * Attend organisational meetings and advise and relay information back where necessary. * To carry out copy typing of all correspondence and reports effectively and efficiently in order to support the work of managers, often working to tight deadlines. * Take, transcribe and distribute formal minutes of various weekly, monthly and quarterly meetings both within and out with the service and follow up actions as required. * Organise and co-ordinate various meetings with key managers, multi-professionals etc which can require substantial planning. Booking meeting rooms using electronic booking system. * Create and develop reports to assist in the management of staff, annual leave, sickness, carers leave etc and provide the General Manager with accurate and timely information to support operational management of human resources * Ensure timely, accurate information for the Director of Midwifery and Head of Midwifery & Nursing on all aspects of business. * To receive internal and external correspondence, matching with any previous correspondence if appropriate, telephone calls and emails, composing responses on behalf of managers where appropriate. Much of the correspondence received may be confidential in nature, e.g. patient complaints, confidential reports or personnel matters. * To maintain and develop an effective electronic filing system that enables efficient and speedy retrieval of information. * Comply with all data protection and IT security policies and procedures and be aware of their impact on others and be aware of the NHS Staff Governance standards and ensure that duties undertaken comply with staff governance.   **General**   * Process, on receipt, Lost, Theft and Damage Forms as per the Standard Operating Procedure. * Manage and prioritise workload to ensure agreed timescales are met. * Ensure travel claim forms are submitted once signed by General Manager. * Contribute to service development and the changing admin service needs of the department, in consultation with Clinical Services Co-ordinator * Liaise with the Area Distribution Centre and external agencies re ordering of supplies and equipment. * Process, raise and track PECOS orders, in liaison with the Finance Department as required * Arrange and coordinate travel requests (on occasion, if required) * Ensure equipment is maintained and fit for purpose, in consultation with Line Manager * Work with the administration staff to assist with creation, development and maintenance of office systems in order to provide the full range of administration support, in discussion with Line Manager * Work alongside Admin Team to adopt new working practices where necessary, in discussion with Line Manager * Assist in dealing with procedural problems, providing advice, guidance and support where required, in discussion with Line Manager * Active role in setting up equipment and collecting data at Safety Huddle on a rota basis alongside Admin Team colleagues |
| 7a. EQUIPMENT AND MACHINERY |
| Personal computer Laminator MFD – print, photocopy, fax, scan Binder Audio equipment Telephone  Electronic diaries |
| **7b. SYSTEMS** |
| Microsoft Office (Word/Excel/Powerpoint/Outlook)  SSTS  Create Systems for Office which uses Excel spreadsheets and Word Mail Merge to ensure smooth running of department and minimise on duplication of work.  Office filing system, including personnel files, confidential general filing system, storage/management of archive filing system.  Intranet  Internet  Electronic diary management  PECOS  Winscribe Digital Dictation System |
| 8. ASSIGNMENT AND REVIEW OF WORK |
| * The post holder is responsible for managing his/her ongoing prioritisation of work as well as his/her personal portfolio to ensure delivery of the posts objectives. * The Clinical Services Co-ordinator will direct the overall programme of work via objective setting. Outwith these objectives the post holder is expected to take responsibility for the delivery of information, initiating and resolving issues as required to ensure efficient service delivery. * Formal objective setting will be set and guided by performance review and appraisal * The post holder is expected to work using own initiative and judgement, work with the minimum of supervision and manage their own time |
| **9. DECISIONS AND JUDGEMENTS** |
| * The post holder reports directly to the Clinical Services Co-ordinator and for the most part, works autonomously. * Uses own judgement in determining which issues should be resolved without referring to Clinical Services Co-ordinator * Uses own initiative to make decisions independently regarding workload priorities, enquiries and diary conflicts * Expected to deliver an effective and efficient service using own judgement and to have the ability to anticipate problems and take steps to resolve these * Expected to balance the conflicting demands of a heavy workload with a confident approach. * Aware of and sensitive to the highly confidential nature of information regarding staff issues and treat these with the utmost discretion and confidentiality * Identify inconsistencies and anomalies and highlighting these Clinical Services Co-ordinator * Expected to deal with correspondence and decide appropriate action, routine replies, draft letters and redirection of mail * Pro-active in identifying and implementing process improvements, as well as planning ahead and continuously reviewing own performance to ensure high standards are met * Directly responsible for entering financial codes of appropriate forms/invoices etc, ensuring these are correctly coded to the most appropriate budget system * Access and work with complex or sensitive information |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Required to work flexibly with all members of staff. Maintain excellent communication streams and sharing information while continuing to maintain own level of work output * Being sufficiently adaptable, flexible and competent to manage a range of tasks, often under severe time pressure. Deal with these tasks with a level of commitment and urgency that they require. The unplanned, variable and diverse workload leads to many interruptions and juggling of priorities * Ensure that confidentiality is maintained while patients are in the vicinity * Meeting strict deadlines with specific tasks for and on behalf of Director of Midwifery and Head of Midwifery & Nursing. |
| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| * Daily contact (verbal, electronic and written) with all levels of staff within the Service * Acts as a point of contact for Director of Midwifery and Head of Midwifery & Nursing. Must acknowledge the often sensitive, confidential nature of issues discussed within the service and use skills of tact and diplomacy, maintaining confidentiality at all times * Work through operational issues in order to influence staff over which post holder has no direct managerial responsibility. Conveying this information is often complex and conflicting when dealing with admin systems and clinical priorities. Be able to deal with resistance when requiring information by way of persuading and motivating staff so that solutions and outcomes are achieved. * Is made aware of sensitive, personal information by staff, giving advice where appropriate and communicating this to the Director of Midwifery and Head of Midwifery & Nursing. This requires sensitivity, empathy and reassurance skills * Assist with training of staff on relevant administrative procedures, in discussion with Line Manager. * Deal with problems, queries and complaints from patients, clinical and professional staff. This requires a polite, professional manner and is often in emotionally stressful circumstances, during which the post holder must remain objective. The post holder is often the first point of contact for service complaints from patients which requires tact and diplomacy * Contact with patients and their families regarding Loss, Theft and Damage Forms received and request for cheques. * Contact with Locum Agencies regarding invoices. |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Demands:**   * Advanced keyboard skills * Able to operate a variety of office equipment * Carrying equipment in relation to work several times per week – up to 5kg * Occasionally lifts equipment and stores – up to 5kg * Combination of walking, standing and sitting throughout the day. May sit at computer for up to 3 hours per day, 5 days per week   **Mental Demands:**   * Prolonged concentration required when inputting data, transcribing notes, filing and dealing with enquiries, several times per day * Constantly dealing with competing demands which at times requires the post holder to cease what they are doing and undertake a different task   **Emotional Demands**   * Exposure to clinical information which can be of a distressing nature * Dealing with demanding and abusive patients on the telephone. Exposure to verbal aggression occasionally * Constantly answering queries for staff * Conflict regarding confidentiality issues * The post holder will be aware of sensitive, contentious and confidential information regarding staff and will be expected to deal with this tactfully and professionally, maintaining confidentiality at all times * Contact from patients who are awaiting payment for loss theft or damaged items while patient/staff in hospital, who may be distressed or angry.   **Working Conditions:**   * Continuous use of VDU. |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Relevant experience working as a Personal Secretary / PA within a large organisation * Knowledge of NHS procedures and practices or experience in a public sector environment preferable. * Recognised secretarial qualification e.g. HND or relevant experience * Ability to work without direct supervision * Ability to work on own initiative and within a multi-disciplinary team * Organisational skills with experience of managing varied workload and dealing with competing priorities * Ability and experience in producing and presenting statistical information in an understandable format * Advanced keyboard and IT skills. Proficient in the use of Microsoft packages including Word, Excel, Access and PowerPoint * Information management skills * Good influencing and negotiating skills * Self-motivated and able to use own initiative reliably and appropriately * Ability to work within a team with good interpersonal and organisational skills * Ability to work under pressure * Ability to prioritise * Ability to take accurat minutes of meetings * Problem solving skills   “Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23  Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice." |

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| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |