#### JOB DESCRIPTION

|  |
| --- |
| JOB IDENTIFICATION |
|  **Job Title:** Personal Assistant **Responsible To:** Admin & Rota Manager **Department(s):** Older People & Stroke Services **Directorate:**  North Sector**Band:** Band 4  |
| 2. JOB PURPOSE |
| To provide an extensive and comprehensive administrative service to Senior Management staff (e.g General Managers, Service Managers) within the organisation, organising and prioritising workload to ensure the smooth day-to-day running of the management office. The post holder will be the focal point for communication within the management offices and will be required to liaise with the local and Directorate management teams, and to develop and maintain good communication links across the Service and within NHSGGC and other external agencies.  |
| 3. ROLE OF DEPARTMENT |
| The department provides a full range of professional administrative, secretarial and clerical services which support clinical staff to deliver high quality, efficient and effective patient-centred care within Acute Services, in line with local and national standards. North Sector Older People sits within the Acute Service and provides comprehensive in-patient and out-patient care to Older Adults within the Greater Glasgow & Clyde Health Authority. Patients are admitted for general medical and acute care by a large team of multi-disciplinary specialist’s teams including Consultants, Specialty Doctors, and Junior Medical Staff, Specialist Nurse teams, Physiotherapists, Occupational Therapists and the Pain Management service. |
| 4. ORGANISATIONAL POSITION  |
| Senior Manager i.e. GM, CSM etc.Business ManagerAdministration / Rota ManagerPersonal Assistant**(This post)** Lead Clinician (Rota Responsibility) Administration Governance Manager Personal Assistant  |
| 5. SCOPE & RANGE |
| To provide an extensive and comprehensive administrative service to Senior Managers, acting as a key link within the service and liaising with internal departments and a considerable number of external contacts. The role is diverse and involves a significant amount of responsibility combined with a high degree of accuracy and competency. The post holder is required to use a great deal of initiative and resource whilst exercising a high degree of confidentiality, diplomacy and tact. The post holder needs excellent communication skills, both verbal and written, with internal and external staff to communicate confidential information. The post holder is required to assist in organising the Senior Management administrative workload to aid effective forward planning. The post also provides secretarial/administrative support to other managers within the service.  |
| 6. MAIN TASKS, DUTIES & RESPONSIBILITIES |
| The following sets out the core responsibilities of the Personal Assistant. The frequency and extent to which the post holder carries out all duties may vary from area to area. * To provide an internal and external contact service between the service, NHS Greater Glasgow & Clyde management, external agencies and ensuring all enquiries are dealt with timeously and by the provision of relevant and meaningful information, or passed to the most appropriate person. The post holder must at all times ensure confidentiality is paramount and in line with local, national and Board protocols.
* To assist the Senior Manager in managing their working day by arranging appointments, being an identified contact point for all callers to the office, by telephone or in person and deal with enquiries, exercise significant initiative in resolving issues and advise on the proper channels of communication to ensure that the Senior Manager has few inappropriate interruptions.
* To maintain and update diary, both electronic and manual entries, for the Senior Manager and arrange and prioritise meetings as and when appropriate.
* To produce accurate documentation, correspondence and reports, including the composition of both routine and non-routine letters in a prompt and efficient manner.
* To collate, extract and present such data as required by the Senior Manager to enable the preparation of papers and reports for meetings. To attend meetings and be minute taker, ensuring minutes and associated documentation are cascaded to relevant personal in preparation for meetings.
* To create and maintain efficient and effective manual and electronic filing systems to allow retrieval of information quickly and efficiently.
* To create and produce visual presentations using the appropriate software in response to specific timescales and to produce these to a high quality.
* Ensure the Senior Manager is in receipt of all emails and generate responses efficiently and timeously.
* To assist the Senior Manager with staff monitoring processes in relation to attendance management arranging HR Meetings where required.
* To compile/ update SSTS and bank system for authorisation by Senior Manager.
* EESS system – recording of sickness absence, terminations etc. and associated paperwork i.e. Parental Leave, Engagement forms etc.
* To assist Senior Manager in compiling monthly statistics/returns, e.g., fire audits, health & safety risk assessments etc.
* To compile documentation (VRFs) to assist with vacancy/post management and ensure submission as per agreed timescales for presentation at local meetings. Support recruitment administration.
* To provide cancer tracking support for the service, ensuring queries are dealt with timeously and accurate information is available to the cancer trackers i.e. cancer wait times.
* Bring forward system to be maintained on a daily/weekly basis to ensure all documents are up to date and action both as directed by the Senior Manager and by using own initiative.
* Administer incoming mail and action as appropriate.
* Maintain complaint database and action log for outstanding and completed complaints, assists in ensuring complaints turnaround times are met. Ensure all paperwork is compiled and circulated for any complaints meetings.
* Support administration of induction for clinical staff/study leave/training courses/appraisal documentation
* Support administration/compilation of on call rotas.
* Booking of travel arrangements for Senior Management where appropriate
* Support administration/tracking of NMC/GMC registrations
* Support the administration of Endowment funds/budget trackers
* Support the administration of treatment requests for West of Scotland where required
* General procurement i.e. stationery ordering and payment of invoices.
* Ensure appropriate NHSGGC standards are met in relation to timescales.
* Provide cover within the Team as and when necessary.
* Promote and display NHS Scotland core values of care and compassion, dignity and respect, openness, honesty and responsibility and quality and teamwork in the discharge of duties.
* Be a role model for NHSGGC organisational values, demonstrating professionalism and a behavioural approach which promotes the principles of dignity and respect for all.
* Comply with the requirements of the General Data Protection Regulations, Access to Health Records Act and legislation issued in relation to confidential data.
 |
| 7a. EQUIPMENT & MACHINERY |
| The post requires a high degree of accuracy and competency in the use of: * Personal Computers, Laptop or Tablet Devices
* Printer, Document Scanner, Photocopier or Multi-Function Devices
* Telephone/camera/microphone
* Audio transcription equipment
* Shredder
* Laminator
* Overhead Projectors and other Audio/Video conference and presentation equipment
* Conference Call Equipment
 |
| **7b. SYSTEMS** |
| * Maintaining electronic filing system
* All Microsoft Office 365 applications (keeping abreast of updates and new functionality), including Word, Excel, PowerPoint, Microsoft Teams and MS Outlook (e-mail)
* Cedar / Pecos for Stationery and Sundry Ordering
* StaffNet (or other Intranet Technology)
* Electronic Patient Information Systems e.g. Clinical Portal, TrakCare, EMIS
* SSTS – Payroll Management System
* eESS – electronic Employee Support System for updating employee records
* MicroStrategy
* OPERA
* Badgernet
* ChemoCare
* Jobtrain
* Winscribe
* TURAS
* RotaWatch
* HR Portal
* LearnPro
* Workspace Manager

Any new developments or alternative service specific systems.  |
| **8. DECISIONS & JUDGEMENTS** |
| * The post holder is not directly supervised and uses own initiative to make decisions regarding workload priorities and diary conflicts independently.
* The post holder will be required to exercise judgement when dealing with enquiries, analysing and resolving the problem timeously where necessary and seeking the appropriate level of expertise where required.
* As a first point of contact for enquiries, the post holder is expected to identify and interpret matters of urgency, prioritise workload and action accordingly.
* Guidance will be provided by the Admin & Rota Manager/Business Manager and Senior Management for more complex issues.
 |
| **9. COMMUNICATIONS & RELATIONSHIPS** |
| * The post holder will develop and maintain relationships as appropriate throughout the Service which are key to the overall success of the Service and its position within the NHSGGC. In addition, the post holder will also develop and maintain relationships as appropriate with other agencies and organisations, both internally and externally.
* At all times the post holder will be aware of and acknowledge the complex issues and sensitive nature of the topics discussed and use skills of tact, persuasion, negotiation, diplomacy and discretion where required to ensure the smooth flow of information to and from all contacts to achieve the efficient and effective delivery of the Directorate’s goals.
 |
| 10. PHYSICAL, MENTAL, & EMOTIONAL DEMANDS OF THE JOB |
| **Physical Skills:** * Keyboard and audio/touch typing skills requiring high degree of speed and accuracy.
* Minute taking over long periods of time

**Physical Demands:** * 90% of work is computer based therefore sitting in a restricted position for this proportion of duties.
* Moving and handling large volumes of bulky case notes and stationery on a daily basis to and from shelves, desk and floor.
* Bending and filing in cabinets

**Emotional demands:** * Maintaining a calm and friendly demeanour and inspiring trust in often difficult or highly sensitive situations. Dealing with demanding and distressed patients.

**Mental Effort:** * High volume of co-ordination, management, administration and multitasking of diverse and challenging workload.
* Changing immediately from one task to another at the request of Senior Managers.
 |

|  |
| --- |
| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| * Managing time effectively, prioritising work to meeting competing and conflicting demands.
* Ability to multi-task and maintain a high degree of accuracy.
* Managing constant interruptions which affect concentration.
* Utilising good communication skills to nurture a close working relationship with internal/external contacts to ensure continued effectiveness of the service.
* Be able to achieve results within tight timescales
* Scheduling of face to face meetings with manager to discuss more complex issues
 |
| 12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * HNC/SVQIII in Secretarial Studies/Business Administration or equivalent experience Minute taking skills
* Proficient in use of software systems including Microsoft Office Packages
* Advanced keyboard skills
* Excellent organisational and communication and problem solving skills
* Ability to work independently or as part of a team with the ability to manage and prioritise own workload
* Excellent interpersonal skills with the ability to demonstrate all-round professional attitude especially under pressure with deadlines and conflicting interests.
 |

**History:**

|  |  |  |
| --- | --- | --- |
| **Version**  | **Date** | **Comment** |
| V1.00 | 14/04/2023 | CAJE# NAS076 |
| Date for review | April 2026 |

**PERSON SPECIFICATION**

**Personal Assistant – Band 4**

|  |  |  |
| --- | --- | --- |
| **Qualifications** | **Essential (√ )** | **Desirable (√ )**  |
| HNC/SVQIII in Secretarial Studies/Business Administration or equivalent experience |  | **√** |
| **Experience** | **Essential (√ )**  | **Desirable (√ )**  |
| Experience in a healthcare setting  |  | **√** |
| Excellent organisational, communication and problem solving skills | **√** |  |
| Diary Management skills  | **√** |  |
| Knowledge of patient administration procedures and practices  | **√** |  |
| Proficient use of computer systems including but not limited to Microsoft Office 365 | **√** |  |
| Knowledge of Admin systems, EESS, SSTS  |  | **√** |
| Use a great deal of initiative & resource whilst exercising a high degree of confidentiality, diplomacy & tact  | **√** |  |
| Able to produce reports and presentations to a high level | **√** |  |
| Minute taking skills |  | **√** |
| **Behavioural Competencies**  | **Essential (√ )**  | **Desirable (√ )** |
| Excellent interpersonal skills with the ability to demonstrate an all-round professional manner, especially when under pressure with deadlines and conflicting interests.  | √ |  |
| Ability to manage interruptions and adjust priorities at short notice | √ |  |
| Ability to work independently or as part of a team with the ability to manage and prioritise own workload  | √ |  |
| **Other Knowledge** | **Essential (√ )**  | **Desirable (√ )** |
| Proficient in English | √ |  |
| Ability to fulfil criteria as outlined in the job description | √ |  |
| Comply with the requirements of the General Data Protection Regulations, Access to Health Records Act and legislation issued in relation to confidential data.  | √ |  |