



The State Hospital

RECRUITMENT

a great place to work

Contents

SECTION	HEADING
Section 1	Welcome from the Chief Executive
Section 2	NHS Scotland Values
Section 3	About the State Hospital and Working with us
Section 4	The Recruitment Process
Section 5	How to Apply
Section 6	Post Details
Section 7	Job Description
Section 8	Person Specification

1. Welcome from The Chief Executive

Dear Applicant

Many thanks for taking an interest in joining the State Hospital.

The State Hospitals Board is very much an integral part of NHS Scotland and one of eight National Boards providing specialist services. It has a unique function in Scotland of providing high quality forensic mental health assessment, care, treatment and rehabilitation for male patients who require a high secure environment. The Hospital has 140 beds and admits patients from Scotland and Northern Ireland. It is based in South Lanarkshire and has an annual revenue budget of approximately £35m.

The Hospital was completely rebuilt in 2011 and provides modern person centred facilities which are fit-for-purpose. The Board is committed to fostering a forward-looking and “can do” organisational culture. We ensure that a focus on continuous improvement underpins all of our activities and that our working environment is one which values and supports educational and staff development opportunities.

Our employees will adopt and demonstrate our values, will lead a successful team as it tackles new challenges and will be responsible for the continued development of the State Hospital’s reputation as an employer of choice through success and progress in Staff Governance, Engagement, Employee Wellbeing, Workforce Planning and Staff Development.

Enclosed with this job pack you will find a range of information which I hope you will find interesting and clear. However, if this does not answer all the questions which you might have and you would like to find out more, please contact the Human Resources team or informal contact within the advert.

I do hope that you will feel able to apply and look forward to receiving your application.

With best wishes



Gary Jenkins
Chief Executive
The State Hospitals Board for Scotland



2. Our Vision and NHS Scotland Values

Our vision:

“To excel in the provision of high secure forensic mental health services, to develop and support the work of the Forensic Network, and to strive at being an exemplar employer.”

Our values are:

- Care and compassion.
- Dignity and respect.
- Openness, honesty and responsibility.
- Quality and teamwork.

Embedding these values in everything we do will help to make our vision a reality. In practice, we need to:

- Demonstrate our values in the way we work and treat each other.
- Use our values to guide the decisions we take.
- Identify and deal with behaviours that don't live up to our expectations.
- Be responsible for the way we work and not just the work we do.



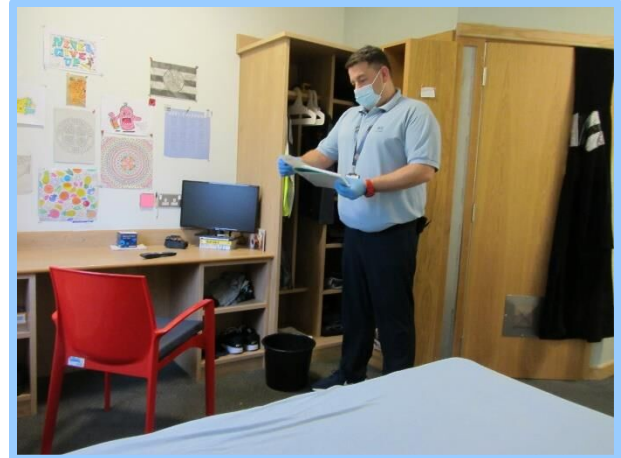
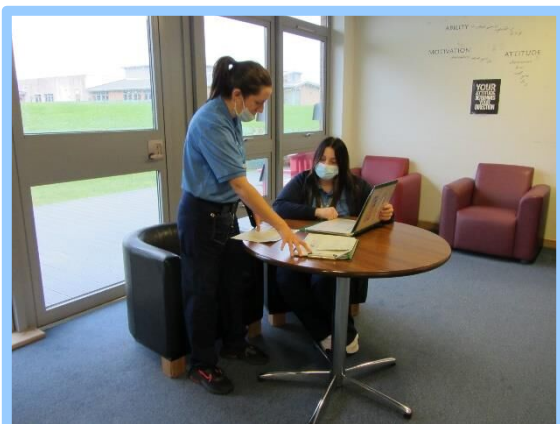
3. About the State Hospital and Working with Us

The State Hospital is the only special security psychiatric hospital covering Scotland and Northern Ireland. Employing around 650 staff, the hospital is located in Lanarkshire in Central Scotland, midway between the cities of Edinburgh and Glasgow.

Patients are treated in accommodation appropriate to their needs and in an environment that supports rehabilitation. There are 140 high-secure beds for male patients requiring maximum secure care: 12 beds specifically for patients with a learning disability. Wards take the form of four units (hubs and clusters) with each unit comprising three 12-bedded areas (i.e. 36 beds per hub).

The State Hospital provides assessment, treatment and care in conditions of special security for individuals with mental disorder who, because of their dangerous, violent or criminal propensities, cannot be cared for in any other setting.

The main aim is to rehabilitate patients, ensuring safe transfer to appropriate lower levels of security. The Forensic Mental Health Services Managed Care Network (Forensic Network) is hosted by the State Hospital, and good partnership working is in place across the Forensic Network to ensure patients are transferred as required.



The State Hospital maintains a safe and secure environment that enables effective patient care and treatment, and support to staff. The most important and effective measure in ensuring the long term safety and health of the patient is relational security (achieved through therapeutic engagement) in combination with both physical security (knowledge of patient and aggregated patient risk) and procedural security (policies and procedures).

The State Hospital has four strategic aims: improving physical health; effective use of resources; pathways for access, treatment and transfer; and improving the quality of patient care. The aims drive forward the quality improvement agenda in line with the Hospital's Clinical Model, Clinical Quality Strategy and Service Strategy as well as the national NHS Scotland Healthcare Quality Strategy (i.e. care and treatment is person-centred, safe and effective).

We are committed to transparency and accountability.

Each member of staff at the State Hospital shows high levels of dedication and hard work in a very challenging environment. Staff care for a group of very ill patients who are sometimes misunderstood by society, and they do it with great compassion.



Core Benefits

Staff Pay & Benefits

- Minimum of 202.5 hours paid annual leave per year (for full timers) which rises after five and 10 years' NHS service, plus bank holidays.
- Pay enhancements for unsocial hours.
- Environmental and clinical allowances.
- Automatic membership to the NHS Pension Scheme, one of the most generous pension schemes in the UK.
- Security of employment, with a policy of no compulsory redundancy.
- Electric Car Charging
- NHS Credit Union
- Access to NHS Discounts via Bluelight Card

Health & Wellbeing

- Onsite gym.

- Staff Wellbeing Centre.
- Dedicated in house Occupational Health and Wellbeing team to support your health at work.
- Fast track Physiotherapy sessions.
- Access to counselling services.



Family Friendly

- Family friendly working policies.
- Paid and unpaid parental leave to support staff in bringing up their families.
- Wide range of flexible working options to support parents and carers.

Career Development

- Learning and Development Opportunities to support your career progression.
- Excellent training and development opportunities to support career development.



4. The Recruitment Process

Selecting the correct person for each role is important to our patients, staff, carers, volunteers, and members of the public who rely on the services of the NHS. In NHSScotland, the recruitment process is made up of four key stages. Together, they help us to review your application and make decisions about your overall suitability for the advertised role.



1. Your application

To apply for a vacancy, you need to complete an online application form. It includes a set of questions to guarantee consistency and fairness for everyone. This ensures we get specific answers to the questions we've asked, which we may not otherwise get from your CV.

The job description, person specification and the questions on the application form will tell you exactly what information we're looking for. This makes it easy for you to match your skills, experience, and qualifications to the role.

Top five tips for completing your NHS Scotland job application

Once you've found a vacancy you'd like to apply for, follow these simple tips to guide you through the application process:

- Read the job application pack - this includes the job description and person specification. What skills and experience are required? What examples can you provide to demonstrate them?
- Take time to prepare your information - if you have a CV, refer to it for important dates, examples of work experience, your skills, abilities and qualifications.
- Follow the instructions on the application form - complete all the required information.
- Don't rush - you can easily make mistakes, forget important information and give the impression that you're not really interested in the job.
- Make a note of the closing date - When does the application need to be Submitted? Make sure you leave yourself enough time to complete the form. The recruiting Health Board may close the vacancy early if there is a high number of applications, so please complete your application as soon as you can. Applications received after the closing date cannot be accepted.





2. Application shortlisting

As soon as the vacancy closing date has passed, applications are shortlisted by a recruitment panel. They review applications against the criteria for the post, outlined in the job description and person specification. All applications are reviewed using the same criteria.



3. Interviews

If you are successful after shortlisting you will be invited to an interview. Now you need to start thinking about preparing for your interview, the kind of questions you could be asked and how to impress the interviewers on the day.

At an NHS Scotland interview, it is essential to show:

- Why you want to work for NHS Scotland.
- Why a role in healthcare is suitable for you.
- Why you are interested in the job.
- What kind of person you are.
- The skills and strengths you already have.
- The skills you are developing.

For some roles, it may be appropriate for you to complete a practical activity, such as a short assessment or to deliver a presentation. If you need to do this, full details will be provided when you are invited to interview.

4. After your interview

Once all interviews have been completed, the person selected as the preferred candidate will receive a provisional offer of employment, subject to satisfactory pre-employment checks.



Young Workers

The State Hospital is a high secure hospital and the current organisational position based on a risk assessment is that we welcome applications from people under the age of 18 for non clinical roles however to be eligible for a clinical role applicants should be 18 years and older.

Verification of identity

Before you start work with NHSScotland, we must confirm that your identity is genuine, relates to a real person and is being used legally. This check is carried out on every potential new employee, regardless of nationality.

Occupational health

Pre-employment medical screening is required. You will receive a paper form to complete, which must be signed and returned as instructed.

References

We need to check at least 3 years of previous employment or training history. We also require a minimum of 2 references, including your current or most recent manager. We will also you to provide contact details for each person so that references can be obtained. Please make sure your referees have agreed to provide a reference.

Confirmation of your right to work in the UK

You must confirm you are eligible to work in the UK.

Qualifications and professional registration

Original relevant educational certificates and verification of registration are required.

Background checks

Depending on the nature of the post, we will carry out a criminal record check. You may also need to join the Protecting Vulnerable Groups (PVG) scheme.

It is important to return the occupational health questionnaire and reference information as quickly as possible to avoid any delays in your employment with NHS Scotland.

If any of these pre-employment checks provide an unsatisfactory result, the provisional offer of employment may be deferred or withdraw.



5. How to Apply

All applications should be submitted via our online recruitment system 'JobTrain'.

If this is the first time you have applied for a State Hospital vacancy via our online system, you will be asked to create an account. You can do this via an email address or social media account. Please make sure the email address submitted is correct as this will be our primary method of contact. You will receive automated emails throughout the process, you can reply to these and they will be re-routed to the Recruitment Administrator who is managing the vacancy.

If you are registering as a new candidate you will be able to upload your CV. This is used to help pre-populate some of our application form only. NHS Scotland does not accept CVs in addition to / instead of a completed application form. Your CV will not be visible to the panel at any stage.

If you are a returning candidate, you will be asked if you wish to copy your application from a previous post. Simply select the application you wish to copy from and then you can go through and edit / update the information.



6. Post Details

If you have any queries or require assistance regarding the application form or recruitment process, please contact the HR Team on tsh.jobs@nhs.scot to discuss your requirements.

Vacancy Reference Number	189688
Job Title	Personal Assistant to CEO /Chair
Grade	Band 5
Salary	£30229 to £37664 per annum (pro rata)plus High Secure Environmental Allowance of £1,591.56 per annum (pro rata)
Type of Work	Non Clinical
Hours	37 hours per week
Contract Duration	Permanent

Closing Date	11.59pm on xxx
--------------	----------------

The email address you supply on your online application will be used for correspondence relating to this vacancy, therefore please ensure you check your Junk / Spam folders on a regular basis.

7. Job Description

1. JOB IDENTIFICATION

Job Title	PA to CEO and Board Chair
Reports to:	Head of Corporate Governance /Board Secretary
Department(s):	Corporate Services Team
Directorate:	Chief Executive
No of Jobholders:	1
Last Update:	May 2023

2. JOB PURPOSE

To provide a high level of confidential support to the Chief Executive Officer (CEO) and the Chair in all aspects of their work, and contributing to the overall work of the department. To act as principle point of contact for the Chief Executive and the Chair.

To directly support the Chief Executive and Chair in the performance of their duties.

This includes managing office systems effectively, practising significant discretion and diplomacy in the work area within defined parameters and ensuring deadlines are met over the whole range of professional and corporate responsibilities of the CEO and Chair.

To provide support to the Non-Executive Directors of the Board in a supportive role to the Head of Corporate Governance/Board Secretary.

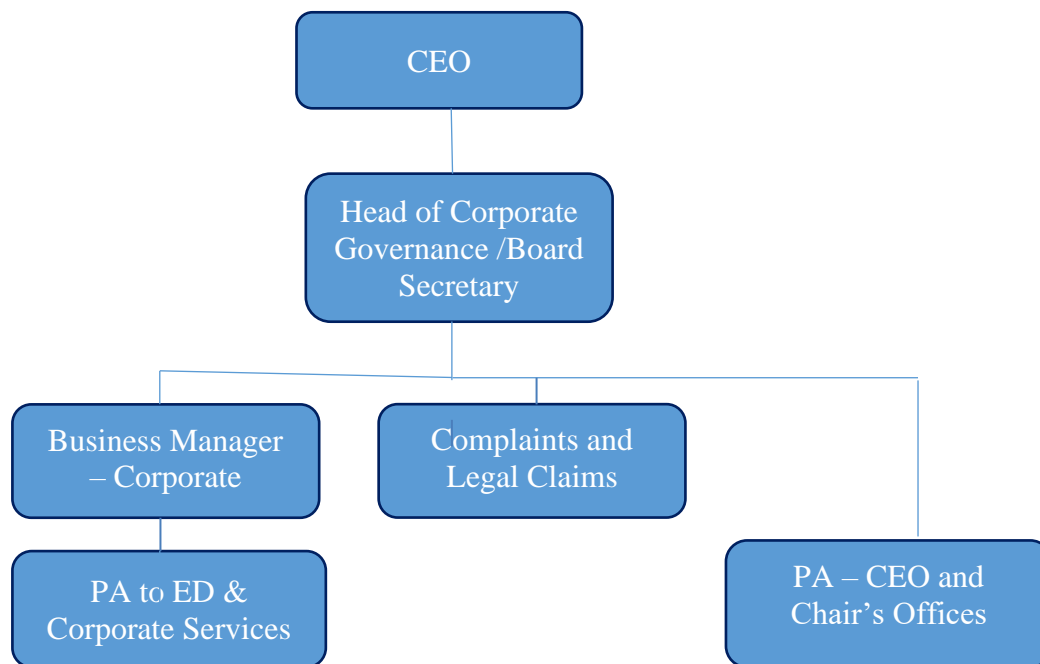
To deputise during the Head of Corporate Governance/Board Secretary's leave or unavailability to provide administrative support to the Board.

To provide cover for the PA in the Corporate Services Team, during their leave or unavailability as required.

3. DIMENSIONS

The post holder will provide support to the CEO and Chair as well as to the Board function as guided by the Board Secretary.

4. ORGANISATIONAL POSITION



5 ROLE OF THE DEPARTMENT

The role of the Corporate Services Team is:

To lead, develop and operate an effective framework for corporate governance that will allow the Board to discharge its responsibilities effectively.

To provide high quality professional advice and support to the Board Chair, Chief Executive, other Board Members, senior management and officers throughout the organisation on all matters pertinent to good corporate governance and internal control.

To provide competent and efficient administrative and secretarial support to the Board, and oversee the link to its standing committees and other committees and groups that the Board may be required to operate. This will include ensuring that the business of the Board and its various standing committees is progressed in between meetings and that meetings are managed to a competent standard.

To develop and manage strong working relationships with the governmental sponsor team, as well as managing a range of public affairs including contact with elected representatives.

To effectively support the Board Chair and Chief Executive with the TSH strategic portfolio and national programmes, ensuring programmes are managed within a robust corporate governance framework.

To manage the offices of the Chief Executive and the Board Chair, and to support the Employee Director.

To manage complaints and legal liability claims received by TSH. To manage the Board's response to legal Inquiries, under the Inquiries Act 2005.

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

1. Directly supporting the CEO and Chair:

The post holder acts as personal assistant to the CEO and Chair to ensure a high calibre confidential, comprehensive secretarial and administrative service. The post holder is faced on a daily basis with a range of options, which require logical judgement to facilitate the efficient office management. This includes effective running of the office, including production of letters, a wide range of documents and reports of a highly sensitive / confidential nature drafting letters and collating information to meet satisfactory deadlines on a daily basis.

The post holder manages the demanding diary commitments for the CEO and Chair, using Microsoft Calendar, to ensure effective use of the CEO/Chair's time by scheduling appointments using discretion, and exercising significant influencing skills allowing prioritisation of the CEO/Chair workloads to meet deadlines.

Manage incoming and outgoing highly sensitive and confidential correspondence. This includes prioritising, distributing and actioning mail, initiating actions required and setting/noting deadlines, following up on delayed responses and self-initiating replies to ensure appropriate and timely response on a daily basis. Draft routine correspondence on behalf of the CEO and Chair.

Filter all telephone enquiries and calls using tact and diplomacy. Dealing with and taking appropriate action where possible prior to passing to the Director or the relevant member of senior staff. The post holder is required to exhibit a high level of sensitivity and political awareness and to ensure that the important nature of the work for the CEO/Chair is maintained at all times. Source information in relevant areas as detailed by CEO/Chair for various uses, including the preparation of Board and Sub Board reports.

The post holder(s) manages an extensive bring-forward and filing system, which provides the CEO/Chair with the necessary paperwork for all meetings, both local and national, and requires to source any additional papers required for meetings and to ensure essential statutory files are kept up to date.

Requirement to produce presentations using own initiative to determine content and style for the CEO/Chair. This includes using PowerPoint for use on multi-media or overhead slides and notes. Production of all letters/memos/ reports, where speed and accuracy are essential.

The post holder must use own initiative when collating information requested by the CEO and Chair making maximum use of internal and external Internet facilities e.g. using initiative/knowledge to liaise with colleagues for information, using e-mail network and accessing show website.

The post holder takes responsibility for distributing any urgent communications, which arrive for the CEO/Chair and other staff within the Department/Organisation. This involves assessing the subject matter and deciding on the most appropriate circulation timeously.

To co-ordinate projects / events by arranging dates, venues, programme for the event, booking of external facilitators, collation of presentation materials, catering facilities, which also includes responsibility for assembling and dismantling equipment for use by internal and external facilitators

The post holder will be proactive in initiating actions required from information received by email, telephone or correspondence, some of which will be of a highly confidential or sensitive nature, and thereafter prioritising and redistributing so that important or urgent issues are dealt with promptly, for example, press or media enquiries; confidential management investigation

information; disciplinary and grievance hearing information; or identifying the most appropriate senior member of staff to deal with the enquiry.

To manage the CEO and Chair's personal travel and accommodation arrangements in relation to their business activities which involves sourcing the most appropriate travel arrangements, hotel accommodation and transport to and from venues as and when required.

Secretariat for the Corporate Management Team which involves booking of venues, co-ordination of members diaries, preparation of agenda, collation and distribution of all papers, minute taking, transcribing and distribution of formal minutes and action notes, taking forward follow up actions to ensure a prompt and satisfactory outcome. (Minute taking and subsequent transcribing requires the post holder(s) to concentrate for prolonged periods of time).

2. Support to Non Executives

Working alongside the Head of Corporate Governance/Board Secretary as an additional support mechanism to help to provide administrative support to the Non-Executive Members of the Board, to assist the smooth functioning of their duties.

3. Deputise for the Board Secretary role

To deputise for the Board Secretary functions during periods of leave or unavailability. This would include acting as Board Secretary to manage the Board workplan, prepare the agenda, collation and distribution of all papers, minute taking, transcribing and distribution of formal minutes and action notes, taking forward follow up actions to ensure a prompt and satisfactory outcome. (Minute taking and subsequent transcribing requires the post holder(s) to concentrate for prolonged periods of time).

The Post holder will manage the boardroom diary and is the first point of contact for visitors to the department who wish to use the video conferencing and IT equipment within the Boardroom (Projector, screen, computer, audio visual system) and to try and to assist if there are any problems with the equipment.

Provide absence cover for the PA support within the Corporate Services Team at times of annual and other leave providing admin and secretarial support dealing with highly confidential/contentious/complex/ sensitive correspondence, report, documents.

Receive and escort visitors from Reception to the Management Centre/Skye Centre and other areas of the Hospital in a courteous and professional manner.

The post holder will be responsible for ordering stationery items (paper, toner cartridges, etc) within the Management Centre and ensuring stock levels are maintained and kept secure within the designated stationery store.

The post holder may be required to attend meetings, etc in patient areas.

Other specific duties as described by the Head of Corporate Governance/Board Secretary, CEO and Chair.

7a. EQUIPMENT AND MACHINERY

The Post holder(s) are responsible for the safe use of the undernoted (expensive) pieces of equipment

Equipment used:

IT Equipment:

Personal Computer, Printer, Laptop, Scanner

General Office Equipment:

Photocopier, Laminator, Multi Media Projector, Video Conferencing equipment

Personal attack alarm

7b. SYSTEMS

Software used

Microsoft Office, some examples of what the various programmes are used for on a daily basis:

Word – used for compiling letters, reports, formal minutes, general correspondence

Excel – used for compiling spreadsheets, graphs, storage of data

PowerPoint – used for producing presentations

Access – used for databases

Outlook – diary information, tasks, email

SSTS /eEES– used to record work hours, including overtime, annual leave and authorised absence

PECOS - procurement system

Manual systems:

Ensure files are constantly updated with relevant paperwork.

Ensure adherence to local policies and procedures e.g. Standing Financial Instructions, Human Resources Policies, Health and Safety Policies and Data Protection

8. ASSIGNMENT AND REVIEW OF WORK

This post is critical to the efficient management of the offices of the CEO and the Chair. The work is mainly self-directed although will also be assigned by the CEO, the Chair and the Head of Corporate Governance/Board Secretary.

Objectives will be set by the Head of Corporate Governance/Board Secretary, in liaison with the CEO and the Chair and will be subject to the Board's formal performance management arrangements. The post holder is expected to be self-directed, manage their own workload and work independently, although readily available supervision or support is on hand where required.

Exercise judgement when dealing with Senior Managers, Clinicians, staff representatives, Scottish Government and external contacts/clients.

The post holder is expected to recognise the high profile nature of the work of the CEO and Chair and to ensure that all work emanating from the source is of the highest standard. This includes being aware of the main issues for the Hospital and recognising the need to be aware

of any particularly sensitive issues and bring these to the attention of the CEO/ Chair at the earliest opportunity.

The post holder undertakes routine correspondence creating original documents and issuing them without reference to the CEO/Chair.

The post holder manages their own time, initiative and judgement when prioritising day to day workload.

9. DECISIONS AND JUDGEMENTS

Typical judgements made in the course of the job include making decisions or taking necessary actions relating to telephone or written requests to the Chair and CEO during their absence or pending their return.

Other typical judgments involve balancing and prioritising diverse workloads.

The post holder is expected to be a skilled problem solver, able to work on their own initiative making decisions and judgements routinely. These will range from simple to complex decisions.

The post holder will occasionally have to make judgements managing conflicting views and reconciling professional differences.

The post holder is expected to work independently ensuring efficient co-ordination of the CEO and Chair's diaries: the administration of hospital and departmental committees and be able to prioritise fluctuating workloads, seeking advice when necessary.

The post holder is expected to anticipate or manage problems and the needs of the CEO and Chair's offices and work independently to resolve them, although the support of the Board Secretary will be available.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

The post holder must have the ability to manage competing priorities and a demanding workload to meet tight deadlines. Post holder requires a high degree of confidentiality and a flexible approach to work patterns. The post holder requires to use appropriate judgement on urgency of situations and enquiries using initiative to reach a satisfactory outcome.

As primary point of communication between the Chair, CEO, Directors, Corporate Management Team and partners outwith NHS the post holder requires good judgement when confidential, sensitive or contentious issues arise and must exercise discretion at all times. The post holder must have an awareness of potentially sensitive political issues and protocols.

The post holder will frequently be requested to arrange meetings in a short or urgent timescale with many attendees, and with competing diary commitments this can be difficult to achieve.

Managing the diary commitments of the Chair and CEO allocating appointments using discretion and exercising significant influencing skills in negotiating appropriate use of the Chair and CEO time. The diary is a prominent and necessary aid to allow efficient forward planning taking into account Board, Sub-board and departmental commitments.

Dealing with regular unexpected interruptions and unplanned events.

The post holder requires to be assertive when prioritising their workload and ensuring deadlines are met.

In deputising for the Board Secretary function during periods of absence or unavailability.

11. COMMUNICATIONS AND RELATIONSHIPS

Internal:

Chair and Chief Executive
Board Members
Directors of other disciplines
Departmental Heads
Clinicians
Multi disciplinary Health Care Professionals
Administration staff from other departments
Complaints Officer
Risk Manager
Health and Safety Officer
Security and Reception staff
Social Work
E-Health Staff
Human Resources
Finance
Occupational Health
Business Facilities
Estate Management
Procurement
Staff Side Representatives
Personal Assistants

Contact will either be face to face, by e-mail and telephone (to develop and maintain effective working relationships that promote team working, efficient practice and decision-making.

To exchange confidential sensitive or contentious information, which requires persuasive skills, tact and discretion where agreement and co-operation is required. These are rarely straightforward and would involve a number of different factors or actions to be taken and the information to be relayed to different people over a specific period of time.

External:

Regular contact with Scottish Government, Non-Executive Directors of NHS Lanarkshire, Local Authorities, Local Health Council, Voluntary Organisations, Members of Scottish Parliament, External Audit, Union representatives, patients, carers, relatives and outside Agencies by e-mail/telephone (to exchange confidential sensitive or contentious information which requires persuasive skills, tact and discretion where agreement and co-operation is required)

Scottish Government
Other Health Boards and Trusts
Police
Judicial System
Trade Union
Patients, Relatives and Carers
Staff, of all levels from other High Security Hospitals / Facilities
Central Legal Office
Solicitors
Court Administration Staff
Patients' Advocacy Service
Scottish Prison Service
Media
Contractors

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical:

- Advanced keyboard skills including fast and accurate typing.
- Prolonged writing/ minute taking skills
- Light physical effort for short periods (filing etc.)
- Excellent written and oral communication skills
- Regularly required to sit in restricted position (word processing)
- Manual dexterity to ensure speed and accuracy of documents
- Using the computer for the majority of time

Mental:

- High degree of intense concentration on the production of work recognising the need for a high level of accuracy at all times
- Need to meet tight deadlines
- Accurate minute taking to high standard
- The ability to create presentations using graphics with accurate and attractive design and content
- Dealing with frequent interruptions often associated with sensitive or contentious issues which need to be dealt with immediately, for example an irate carer unhappy at visits being terminated or staff involved in investigations or grievances
- Concentration using tact, diplomacy and discretion when dealing with internal and external contacts
- Excellent organisational skills with the ability to prioritise work under own initiative
- Excellent time management skills
- Frequent requirement for concentration where work pattern is unpredictable, i.e. concentration is required when transcribing audiotape, Formal minutes or shorthand and there are frequent interruptions and interventions, which are unpredictable.
- Concentration required when taking Formal minutes at meetings
- Retention of communication of knowledge and information
- Confidentiality required at all times
- Managing competing demands and changing priorities

Emotional:

- Meeting deadlines and constant interruptions
- Dealing with sensitive or contentious information
- Indirect exposure to highly distressing and sensitive information through minute taking and preparation of reports
- Dealing with complaints from staff, patients and external contacts
- Requirement for well-developed diplomatic skills with the ability to encourage agreement and co-operation to deal with confidential, sensitive or contentious issues.

Environmental

The service is a high secure mental health working environment that cares for individuals detained under mental health and related legislation. Patients detained are considered to pose a grave and immediate danger to themselves and the public. Working in this service involves being subjected to searching and security procedures, responsibility for keys and working in a restrictive, locked environment.

To ensure compliance with hospital policies and procedures and health and safety requirements within a high secure psychiatric environment, administrative managers and staff are required to undertake relevant mandatory training in Breakaway techniques used in the management of violence and aggression.

There is a need for constant awareness and compliance of security procedures including: Baggage scanning; Rub-down Searches. Due to the layout of the Hospital the post holder may be required to visit other areas of the Hospital often in inclement weather.

Exposure to physical and verbal aggressive behaviour of patients and carers.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- A relevant secretarial qualification at HND level (e.g. Office and Administration Management) or equivalent and demonstrable previous senior secretarial experience of working at Director or senior manager level
- RSA II/III or equivalent SVQ
- Advanced knowledge of detailed secretarial procedures and software programmes
- Self-motivated person with excellent organisational, communication and interpersonal skills
- Ability to interpret and re-provide information
- Requirement to demonstrate initiative
- Ability to devise detailed administrative processes e.g.: forms – flow charts
- Accurate, fast keyboard skills
- Shorthand desirable, but not essential
- Well developed organisational abilities
- Effective time management skills
- Well-developed formal minuting, drafting and editing skills
- Ability to produce high quality work while working in pressurised situations
- Ability to work on own initiative
- Effective communication skills
- Effective team member

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each post holder to whom the job description applies.

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

8. Person Specification

Person Specification

Criteria	Essential	Desirable
Personal Traits	<ul style="list-style-type: none"> • Self-motivated and displays enthusiasm about their work • Effective Team Member and able to work collaboratively • Ability to deliver quality work and a values based approach to role 	<ul style="list-style-type: none"> • Drive to focus on improvement within a values based approach
Qualifications and Personal Development	<ul style="list-style-type: none"> • Educated to HND Level or can evidence similar experience through business support/administrative role. 	<ul style="list-style-type: none"> • Evidence of continuing professional development in administrative skills.
Experience and Knowledge	<ul style="list-style-type: none"> • Advanced administrative experience • Comprehensive skill across personal assistant duties including diary management • Ability to take meeting minutes and drive forward action plans 	<ul style="list-style-type: none"> • Previous experience within an NHS/Public sector environment
Skills / Attributes	<ul style="list-style-type: none"> • Excellent Communication skills, verbal and written • Ability to work on own initiative • Excellent Organisational Skills • Ability to cope with interruptions, changing priorities and competing demands on time 	<ul style="list-style-type: none"> • Previous experience in NHS Scotland in similar role

**Thank you for your interest in this post.
We very much look forward to receiving your application.**



Free Parking



Staff Library



Forensic Pay Allowance



Staff Learning Centre



Free use of Sports Facilities



Occupational Health Service



Staff Wellbeing Centre



Healthy Working Environment

Staff - Our Greatest Asset

