#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION | |
| Job Title:  Responsible to:  Department(s):  Directorate:  Operating Division  Job Reference  No of Job Holders  Last Update | Executive Assistant  Public Health Business Manager  Public Health  Public Health  Corporate Services  -  1  February 2023 |

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| 2. JOB PURPOSE |
| * The post holder is responsible for managing the work of the Director and Deputy Director of Public Health and will provide comprehensive business management and service development support. The Executive Assistant will provide operational support to the Director and Deputy Director of Public Health establishing effective communication processes and act as a liaison between the Director of Public Health’s office and other parties, internal and external to the organisation, including coordination and production of materials in a professional, effective and confidential manner. The Executive Assistant is responsible for the design, development and maintenance of a wide range of administrative and support services to the Director and Deputy Director of Public Health. * Assist the Public Health Business Manager with the smooth running of a busy department, by deputising to lead manage and develop the full administrative and clerical (A&C) function. Key player within the Department projecting a positive, professional image for the Director and their Department and to act as first point of contact responding to enquiries from a range of contacts internal and external to NHS Ayrshire & Arran. |

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| **3. DIMENSIONS** |
| * Responsible for all operational processes across the Director of Public Health’s office to ensure consistency which impacts on internal and external stakeholders, service users and external partners. * Responsible for planning, arranging and coordinating the Director and Deputy Director of Public Health’s diaries, including travel and accommodation arrangements, providing required paperwork for approximately 15meetings per week with both internal and external parties including Scottish Parliament, Scottish Government, NHS Boards Directors of Public Health, NHS Ayrshire & Arran Board Members and Director of Public Health’s Leadership Team (DLT) and Extended Director of Public Health’s Leadership Team (EDLT) * Contribute to the development and support to the business of the DLT and Extended DLT (EDLT) including production, development and distribution of meeting papers. * Act as first point of contact for all interactions with the Director and Deputy Director of Public Health, recognising the importance of promoting and presenting a positive impression on behalf of them and NHS Ayrshire & Arran as an organisation. * Engage on behalf of the Director and Deputy Director of Public Health with a range of external contacts, particularly at a senior level throughout the NHS, Scottish Government and the broader political environment. * Manage and balance effectively time pressures and competing demands on the overall workload of the Director and Deputy Director of Public Health. * Identify opportunities to enhance and make the service more efficient ensuring that changes are fully implemented and communicated to all parties. * Maintaining an effective, professional relationship with all staff within and out with NHS Ayrshire & Arran, thus projecting a positive corporate image. * Deputise during Public Health Business Manager’s absence to lead, supervise and coordinate the A&C staff in the delivery of day-to-day work and in the delivery of the public health response to unforeseen events (eg outbreaks). |

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| 4. ORGANISATIONAL POSITION |
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| 5. ROLE OF DEPARTMENT |
| * Strategic leadership for the population’s health taking into account of national and local health priorities, and responding to inequalities in health status. * Advise, advocate, guide and support the public health role of NHS Ayrshire & Arran, across all domains of public health. * Provide “health in all” policies incorporating universal and targeted delivery of statutory public health functions associated with public health protection, health intelligence, health improvement and environmental health. * Lead and co-ordinate health protection to support the prevention and control of communicable disease and environmental health threats to health. * Provision of multi-disciplinary expertise to advise, guide and support the promotion of health improvement, focusing on prevention and reducing health inequalities through Community Planning and Community Health & Social Care Partnerships. * Surveillance of disease and its determinants including researching, collecting, assessing need and analysing data to improve understanding of public health challenges and evidence based solutions. * Ensure appropriate governance and accountability in public health practice. * Oversee the coordination and effectiveness of screening programmes with a focus on reducing inequalities. * Communicate and reassure the public on important public health issues and produce accessible information to support this including a Director of Public Health report. * Lead and support the organisation in complying with the Civil Contingencies Act 2004(CCA), the Counter Terrorism and Security Act 2015 as well as other legislation and regulations, and provide assurance to the NHS Board. |

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| 6. KEY RESULT AREAS |
| 1. Operational coordination of the weekly EDLT information sessions, monthly DLT and EDLT Executive Team Meetings, monthly EDLT work plan sessions, monthly Director of Public Health information sessions and the bi monthly Public Health consultant day and out of hour’s on-call arrangements meetings. 2. Provide business support to a range of groups and committees including DLT and EDLT chaired by the Director and Deputy Director of Public Health ensuring appropriate governance is in place and that all papers, minutes, agendas, etc. are produced accurately and actioned timeously. 3. Attend with the Director and Deputy Director of Public Health any external meetings as and when required that will have actions coming from them and ensure follow up action is taken by utilising a bring forward system. 4. Provide all aspects of meaningful effective day to day running of the Director of Public Health’s office ensuring the best level of performance is developed and maintained. 5. High level support to the Director and Deputy Director of Public Health including diary and paper management and liaising with senior internal colleagues and external parties and taking appropriate action on their behalf. 6. Compiling, refining and responding to a wide range of communications (many of which are highly confidential and sensitive), using discretion and initiative on the most appropriate action. These include correspondence from Government Ministers, Senior Civil Servants, MSPs, Legal Advisors, Complaints and Media enquiries. 7. Proxy for the Director and Deputy Director of Public Health’s email accounts, managing and actioning incoming and outgoing emails using discretion and liaison with DLT members where appropriate. 8. Proxy for the Director and Deputy Director of Public Health’s eESS accounts, managing essential Human Resource actions in relation to staff contracts. 9. Contribute to timely Adverse Event Reviews aligned to Public Health Team. 10. Undertake special project work as and when required on behalf of the Director and Deputy Director of Public Health. 11. The post holder is required to exercise discretion in prioritising the need for correspondence to be filed or destroyed ensuring compliance with legislation, regulations and meet the requirements of NHS Ayrshire & Arran’s Retention and Destruction Policy. 12. Support the Director and Deputy Director of Public Health to ensure that all complaints and Freedom of Information (FOI) requests are fully investigated, managed and responded to within deadlines, and organisational guidelines, ensuring high standards of discretion, diplomacy, sensitivity and empathy. 13. Liaise with NHS Ayrshire & Arran Legislation Lead and NHS Education for Scotland to ensure medical practitioners are included on the Approved Medical Practitioner (AMP) Scottish Government List, as well as attending AMP List Administrators meetings. 14. Work in close cooperation with Executive Assistants and Personal Assistant’s within the organisation to ensure a comprehensive and seamless service for Executive Directors. 15. Maintain and promote a strict code of confidentiality in all business dealings. 16. Responsible for flagging of all operational business systems and where problems / improvements are identified ensuring the implementation of corrective/improvement measures. 17. Deputise during Public Health Business Manager’s absence to lead, supervise and coordinate the A&C staff in the delivery of day-to-day work and in the delivery of the public health response to unforeseen events (e.g. outbreaks). 18. Responsible for overall monitoring of planned and unplanned leave for Consultants and DLT ensuring adequate levels of support are available at all times   **Events:**   1. Coordinating events, compiling and distributing appropriate paperwork and liaising with event organiser.   **Information Governance:**   1. Managing access to the DLT and EDLT meeting folders and Microsoft Team Channel maintaining required confidentiality to very sensitive information. 2. Accountable for safe administrative processes for storage and retrieval of confidential material, information (paper and electronic) with authority to initiate and implement standardised processes. 3. Freedom of Information point of contact for the Director of Public Health’s office. 4. AMP Register list point of contact for the Director of Public Health’s office.   **Financial:**   1. Manage e-Expenses for Director and Deputy Director of Public Health. 2. Authorised signatory for eExpenses, SSTS and PECOS procurement. 3. Manage the weekly Consultant “Out of Hours” On call arrangements and Health Protection Day cover. 4. Lead in initiating and coordinating the action required to progress requests for:    1. FOI    2. CHI access    3. Section 20    4. Information for Scottish Government    5. MP/MSPs |

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| 7a. EQUIPMENT AND MACHINERY |
| The post holder has full authority to add or change information held on systems to ensure robust and meaningful data is collected and stored for the smooth running of the Director of Public Health’s office.  Daily general office and systems accessed including a wide range of Microsoft Office packages:   * **General equipment** – use of laptop, printer, telephone, fax, photocopier, scanner, audio visual equipment, video and teleconferencing units, laminator, binder, audio transcript machine, shredder |
| **7b. SYSTEMS** |
| * eESS, eExpenses, SSTS, PECOS, Datix and other internal databases. |

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| **8. ASSIGNMENT AND REVIEW OF WORK** |
| * Whilst the majority of work is self-generated and requires working autonomously, the post holder applies delegated authority (both written and oral) for actions/tasks with minimal direction from the Director and Deputy Director of Public Health, expediting managerial action and thus allowing the Director of Public Health to meet objectives and deadlines. On own initiative, the post holder anticipates problems, proposes solutions, and provides advice and information. Whilst work may be assigned by the Director and Deputy Director of Public Health, it will also be generated by direct enquiries from within and out with NHS Ayrshire & Arran. |
| * Workload is highly unpredictable and constant re-prioritising can be caused by a phone call, unforeseen staff interruptions, urgent unplanned meetings, etc. * Annual performance appraisal and PDP are agreed with the Public Health Business Manager and performance and progress are reviewed on a biannual basis. In addition, and as required, informal reviews take place through on-to-one discussions with the Public Health Business Manager. |

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| **9. DECISIONS AND JUDGEMENTS** |
| * The post holder will be expected to operate with a high level of autonomy. Much of the workload will be determined in response to the ongoing needs of the service and/or under the direction of the Director and Deputy Director of Public Health. * As the first point of contact for all matters relating to the Director and Deputy Director of Public Health, the post holder is expected to identify and interpret matters of urgency, prioritise workload and action accordingly. In absence of the Director and Deputy Director of Public Health, the post holder is required to exercise initiative, judgement and discretion in deciding the appropriate action/s to be undertaken and also determine appropriate Executive Director to liaise with to ensure matters of concern/urgency are taken forward appropriately. * The post holder is expected to use their own initiative, within organisational policies and guidelines, in making decisions when prioritising workload for the Director and Deputy Director of Public Health to assist in meeting deadlines. Proactively anticipating and resolving problems. * Objectives will be set through discussion with the Public Health Business Manager. * Responsibility for planning and organising a number of business management activities which may require adjustment and re-prioritisation of work plans. |

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| **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| * Supporting the Director and Deputy Director of Public Health. Dealing with high profile, confidential and sensitive issues. * The ability to meet tight deadlines whilst dealing with persistent interruptions, resulting in the constant reprioritisation of workload. * Providing support to a range of individuals with competing priorities and work pressures. * Ensuring operational processes are maintained on a daily basis. * Prioritising and balancing planned commitments with unpredictable demands and requests for assistance and guidance on business support issues. * Managing the challenges of a unique post that requires the post holder to deal with contentious, sensitive and complex issues. * Ability to influence change with staff for whom you have no operational responsibility. * In the absence of the Director and Deputy Director of Public Health, using discretion and judgment in managing and coordinating all enquiries. * Maintaining confidentiality whilst receiving and providing information that at times is highly complex, sensitive or contentious and which may be attracting public and media interest. This will require a high degree of tact and diplomacy, eg responding to requests from members of the public seeking access to confidential information, providing emotional support to staff and may be attracting public and media interest. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| * The post holder requires excellent skills in all forms of verbal and written communication and the ability to maintain a positive, professional and constructive relationship with members of the public, senior managers and staff. Communication at times, may be in a hostile, antagonistic or highly emotive atmosphere. * Ability to communicate complex or sensitive information to the public, staff members where there may be contentious issues, for example, service change and its potential impact on patients, carers and public. * Manage all communication on behalf of the Director and Deputy Director of Public Health appropriately, including telephone calls, emails, written and face-to-face contact. * First point of contact for the Director and Deputy Director of Public Health, thus establishing strong working relationships and effective communications within and out with NHS Ayrshire & Arran. * To establish and maintain an effective network of contacts both within and external to NHS Ayrshire & Arran including MSPs, Scottish Government Health Directorates, NHS Scotland Health Board Directors of Public Health, using this network effectively to support the work of the Director of Public Health. * Proactively manage communications between Director and Deputy Director of Public Health and the DLT and EDLT where appropriate. * The post holder will display a high degree of teamwork and cooperation ensuring equality and diversity and dignity policies are complied with while maintaining high standards demanded of this challenging role.   **Internal**   * Verbal and written communication within all Directorates within NHS Ayrshire & Arran including Chief Executive; NHS Ayrshire & Arran Board Members (Executive Board Members and Non-Executive Board Members); Directors of Services and other senior officers; DLT/EDLT; Public Health Department staff; staff from all NHS areas; Head of Chief Executive & Chair’s Office; and Executive Assistants and Personal Assistants.   **External**   * Verbal and written communication with senior and support staff within Scottish Government; Members of the Scottish Parliament and Members of Parliament; senior and support staff within other NHS areas in Scotland; General Medical and Dental Practitioners and other independent contractors; academia; private, voluntary and other healthcare associated organisations; Health Protection Scotland; NHS Health Scotland; ISD; Local Authorities and members of the public to support and maintain effective channels of communications. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Skills**   * The post holder will be required to spend the majority of the day sitting at a desk using a PC/laptop and telephone undertaking tasks that involve sitting in a restricted position for long periods of time. * Requirement to have proficient and prolonged keyboard and VDU use and competence. Displaying fast and accurate word processing to produce documentation to tight deadlines. * If required, travelling to meetings, carrying paperwork and equipment up to 15kgs. * Advanced working knowledge of computer software packages. * Ability to process vast volumes of documentation, electronic mail and paperwork. * Lifting and moving of equipment including laptops, LCD projectors, overhead projectors and flip charts.   **Mental Demands**   * Ability to focus on the work in hand, despite ‘open door’ policy for enquiries by telephone, email and being based in an open-plan office. * Maintain intense periods of concentration when attending and recording minutes of meetings whether in person or via Microsoft Teams. * Maintain intense concentration when dealing with a vast range of complex data, preparing reports, responses and briefings in relation to complex documentation and issues. * The ability to meet tight deadlines whilst dealing with persistent interruptions, resulting in the constant reprioritisation of workload. * The ability to maintain attention to details and ensuring production of accurate work given there is frequent interruptions. * The ability to remain calm under pressure in a demanding and dynamic working environment.   **Emotional / Environmental Demands**   * Dealing with situations of an emotional, sensitive or challenging nature (e.g. complainants). * Meeting deadlines and implementing targets whilst recognising the implications and prioritising work accordingly. * Working with Senior Managers with conflicting needs. * Availability out with standard working hours with the flexibility to undertake additional tasks, often out with business hours and at short notice. * Dealing with staff issues (e.g. attendance management, performance and personal issues). * Contact with members of the public, senior and own staff can require sympathetic and patient listening skills due to distressing or emotional circumstances. * Maintaining relationships within a busy department can require negotiation skills, a sympathetic approach and patient listening skills. * Conversations with members of the public can, on occasions, become aggressive or abusive therefore a clearly defined and confident approach is required. |

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| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| **Knowledge**  Essential:   * Excellent working knowledge of MS Office packages including Word, Excel, Powerpoint, Microsoft Outlook and MS Teams * Knowledge of the health and care sector * Awareness of political context of NHS * Key legislations and guidance affecting the NHS * Knowledge of HR policies and procedures   Desirable:   * A working knowledge of legislation applying to Data Protection Act, accessing records and Freedom of Information Act   **Training**  Essential:   * Degreein Business Administration or equivalent administrative experience * Computer literate with advanced knowledge in the use of Microsoft Office Software packages   Desirable   * Line management experience or supervisory skills * Commitment to continuous professional development * Project planning   **Experience / Skills**  Essential:   * Significant previous experience of working with the public, preferably related to the health, social care or voluntary sector or as a Personal Assistant to a Senior Manager in a demanding, dynamic, fast-moving and changing environment * Working across organisational and professional boundaries * Development and management of work-related systems * Audio, shorthand and minute-taking skills and experience * Experience of organising meetings and events * Excellent verbal and written communication skills including production of high standard reports/papers   Desirable:   * Knowledge of budget   **Skills**   * Excellent written and verbal communication skills with the ability to communicate with sensitivity, tact and empathy * An ability to demonstrate an all-round professional attitude to performing the varied tasks required which will sometimes be under tight time constraints * Well organised and methodical in the approach to handling the workload efficiently * Enthusiastic, self-motivated, flexible and able to work on your own initiative * Strong planning, problem solving, analytical and organisational skills * Ability to work both independently and as part of a team * Able to demonstrate excellent interpersonal skills including diplomacy and discretion * Able to apply a sense of perspective on dealing with multiple tasks * Excellent time management and prioritisation skills * Excellent interpersonal skills with the ability to demonstrate an all-round professional attitude especially under pressure * Enthusiastic with a “can-do” attitude |