**Job Description**

**JD Ref: JD477**

**Title of Post: Personal Assistant to Director**

**Reporting to: Director**

**Band: AfC Band 4**

**Location: as detailed in the Conditions of Service**

**1. Job Purpose**

* To provide a full PA (Personal Assistant) service to the Director on all aspects of their work with an understanding of the Director’s workload and its complexity.
* To manage the effective running of the Director’s office to ensure that it is running efficiently and smoothly and that a professional image is portrayed at all times.
* To provide Personal Assistant support to the Director’s deputy during their periods of leave.
* To work closely with colleagues and provide cross cover for other Personal Assistants as and when required.
* To work closely with all levels of project staff to support a variety of projects within the relevant Directorate.

1. **Job Dimensions**

The overall Healthcare Improvement Scotland budget is approx. £36m per annum.  The designated Director has responsibility for a defined portion of this budget relating to their Directorate, which will be significant in its size and scope.

The organisation has a staffing level of over 500 permanent and fixed-term staff which is further supported by secondees and clinical experts.

The post holder is responsible for providing Personal Assistant level support to the designated Director.

The Personal Assistant effectively manages the office of the designated Director.  This includes inbox and diary management as well as being responsible for making routine decisions in the absence of the designated Director and supporting the Director with planning and management of directorate management meetings.

1. **Key Result Areas, Main Tasks Duties and Responsibilities**
2. Work closely with the Director on all aspects of their work, with a perceptive understanding of the Director’s workload and its complexity to achieve strategic objectives. Ensure that all actions relevant to the Director are followed up and completed within deadlines set. Assist in prioritising and planning the Directorate workload to meet essential pre-determined deadlines.
3. Has full control of the Director’s complex diary management to resolve conflicting appointments thus ensuring effective use of the Director’s time. Works autonomously, re-assessing priorities and focusing of the Director’s attention at times of sustained pressure. Assists the Director by having full knowledge of administrative and organisational policies and procedures gained through training and relevant experience. Diary management for Associate Directors where required.

Efficiently manage the inbox on behalf of the Director

This will involve:

1. Reviewing and prioritising a high volume of emails received by the Director on a daily basis including responding to/delegating queries for action/response on behalf of the Director.
2. Effective monitoring of work that the Director has assigned elsewhere to ensure deadlines are met.
3. Drafting/sending of general and complex correspondence on behalf of the Director to variety of stakeholders suggesting and proposing solutions to difficult issues where appropriate.
4. Sourcing and gathering information in order to respond to complex and sensitive enquiries and requests from internal/external sources.
5. Work closely with the Director in the achievement of agreed personal work objectives and across the full range of duties to achieve key corporate objectives. Participates in the development of administrative policies and procedures.
6. Work closely with the Chairs of Board Governance Committees to provide timely production of agenda and papers. Deals with sensitive, difficult and complex enquiries from Board members, researching issues and proposing intuitive solutions.
7. Organise meetings and events including inviting speakers on behalf of the Director, drafting and preparing of agendas/programmes, supporting documentation and organising venues, equipment and catering. Attend meetings, take and produce accurate minutes and follow up actions as required.
8. Convey a professional, articulate and assertive approach, being an ambassador for Healthcare Improvement Scotland.
9. Plan detailed itineraries and managing all aspects of event and seminar registration and booking of travel & accommodation within the UK and internationally in line with organisational policies and procedures.
10. Research and produce briefings for the Director in advance of internal and external meetings/events. Proactively draft reports, presentations and other documents for approval by the Director ensuring accuracy and accessibility of information, particularly when it is going into the public domain.
11. The Personal Assistant must be confident in understanding and interpreting the needs of users from Board and Executive level through to individual staff and members of the public.
12. Maintain a leave diary for senior managers within Directorate.
13. Create, organise and manage accurate records relating to the Directorate ensuring they are archived and secured in line with information governance requirements e.g. maintain the leave diary for senior managers within the Directorate.
14. Lead on specific projects as delegated by the Director e.g. staff event
15. Take a proactive approach to improve administrative systems and processes. Use of PECOS financial system in order to make purchases on behalf of the Director and ensure timely approval/receipting of invoices. Process and ensure approval of expenses claims on behalf of the Director.
16. The Personal Assistant will be responsible for training, supervising and co-coordinating assigned administrative officers who will act as Personal Assistant covering annual leave, sickness absence, or support when the Personal Assistant has a high volume of work and requires assistance.
17. **Software, Equipment and Systems**

IT equipment used on a daily basis to source relevant knowledge, document and present key activities, and communicate with colleagues and external partners.

Software

* MS Office: Outlook (Calendar Management, Email), Word, PowerPoint, Excel, Access, Internet Explorer (Intranet and Internet), Teams.
* Meeting room booking system
* Mail logging system
* Electronic and manual filing systems
* E-expenses
* SSTS
* PECOS
* SOAR/OLPM/EKSF

Equipment

* + Video conferencing
  + PC and Laptops
  + Teleconferencing
  + Printer
  + Scanner
  + Voicemail System
  + Transcription Equipment
  + Display Equipment
  + Binding Machine
  + Laminating Machine

1. **Systems**

* Creates, populates, and maintains databases specific to the Director and the Directorate e.g. leave diary.
* Utilises the performance management development system and e-KSF in order to ensure the development of a personal development plan and that training needs are identified and addressed.
* Utilises time management and leave systems.
* Maintains records of internal/external training events/conference attendance.
* Utilises the incident reporting systems to ensure that Health & Safety and risk management procedures are adhered to on behalf of the Director.

1. **Decisions and Judgments**

* The Personal Assistant has the discretion to make routine decisions on behalf of the

Director and must use their own initiative and take responsibility for decisions.

* Deals with highly sensitive information in a confidential manner.
* Required to negotiate and influence senior internal and external stakeholders when arranging meetings to fit in with the Director’s complex schedule.
* Expected to proactively develop and implement changes to administrative working practices and procedures.
* Expected to exercise own initiative and utilise analytical and problem solving skills to control and re-prioritise the daily priorities for the Director.

1. **Communications and Working Relationships**

Be primary contact for the Director’s office, ensuring enquiries are managed professionally, taking into account sensitivity and confidentiality. The Personal Assistant must have effective interpersonal and communication (oral and written) skills. This often requires strong negotiating skills in rescheduling and relocating meetings and appointments.

Communication with the following groups:

**Internal**

The Personal Assistant will engage at every level in Healthcare Improvement Scotland therefore excellent communication skills are required.

The Personal Assistant must be confident in understanding and interpreting the needs of users from Board and Executive level through to individual staff and members of the public.

**External**

The Personal Assistant will provide a pro-active and professional point of contact for the management of enquiries from external contacts including Scottish Government Health Directorates, MSPs, NHS Boards, national bodies and academic institutions e.g. universities, royal colleges, professional and voluntary organisations, senior clinicians and members of the public and complainants.

The Personal Assistant will be required to use their discretion when dealing with highly sensitive and confidential information and will demonstrate a high level of diplomacy and tact when communicating with internal and external stakeholders on a wide range of matters relating to the Directorate.

1. **Physical, Mental and Emotional Demands of the Job**

The functions of this post place a high level of mental and emotional demands on the post holder in relation to:

**Mental**

* Ability to concentrate for prolonged periods of time.
* The aptitude to digest, analyse and communicate complex and sometimes sensitive information.
* The emergence of unexpected short-term priorities will disrupt workload planning, but must still be accommodated (there will be continuous interruptions).
* Transcribing notes at meetings which can last 3 – 4 hours a day and ensuring that the Director is supported during these meetings.
* Knowledge and understanding of the Director’s workload and its complexity
* Ability to prioritise significant quantities of correspondence on a wide range of issues from a variety of sources.
* Horizon scanning to ensure any potential schedule conflict is resolved before the event.
* Using initiative to progress and follow up on actions and ensure deadlines are met.
* Ability to work accurately and effectively under pressure and have a positive attitude.
* Compile and present standard and ad hoc management information reports by interpretation, analysis and manipulation of data, tasks or information

**Physical**

* Advanced typing skills used on a daily basis involving eye/hand co-ordination and the need for speed and accuracy.
* Lifting and moving office furniture and equipment, catering supplies, manual lifting and file storage boxes.

**Emotional**

* Dealing with sensitive issues involving staff confidentiality.
* Dealing with sometimes distressed members of the public in a sympathetic manner, ensuring their issue is relayed to the appropriate colleague.
* Responding to emotive challenges or negativity from stakeholders in relation to the work of the organisation in a sensitive and professional manner.
* Regular exposure to challenging, emotive and sensitive information.

1. **Most Challenging/Difficult Parts of the Job**

* Prioritisation of workload with ever-changing demands and priorities ensuring delivery to tight timescales, particularly during periods of low staffing resources within the Directorate
* Act as an assertive gatekeeper to ensure the Director’s office time is protected.
* Maintaining positive, proactive communication and relationship management across all levels internally and externally.
* Ability to work under pressure and self-directed, quality work is required.
* Flexibility to meet demands at short notice and work as part of a team.
* Make decisions regarding re-prioritisation of tasks in the absence of the Director.
* Aptitude to interact with people at a senior level internally and externally.
* The flexibility required to work with an evolving and expanding national agenda.

1. **Knowledge, Training and Experience Required to do the Job**

The post holder must be qualified to HNC level in Business Administration or Secretarial Studies or be able to demonstrate equivalent levels of experience, skill and knowledge. In addition it is essential that he/she has:-

1. Significant experience of working for a Senior Executive Manager and managing a complex  
   diary.
2. Ability to assess which matters can be dealt with routinely without reference to the Director and take appropriate action.
3. Ability to work well under pressure and to pre-determined timescales.
4. Ability to plan and organise work to meet deadlines and respond to the Director’s changing priorities
5. Tact and diplomacy skills to demonstrate a high level of integrity and confidentiality.
6. Ability to produce accurate minutes in a formal committee or Board setting
7. Excellent verbal and written communication skills
8. Excellent working knowledge of IT packages including MS Teams, Word, Excel and PowerPoint.
9. Fast and accurate typing and transcribing ability.
10. Excellent interpersonal skills.
11. Strong Team player.
12. Flexible approach to work.
13. Report Writing Skills.
14. Analytical and problem-solving skills.
15. Diplomacy and discretion.
16. Presentation Skills.