#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
|  Job Title: Responsible to: Department(s): Directorate:Operating Division:No of Job Holders:Last Update: | Personal Secretary AGM — SurgicalManagementSurgicalAcute Services1January 2021  |

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| 2. JOB PURPOSE |
| To provide a comprehensive and effective secretarial and administrative service and support to the Assistant General Managers in contributing to the functioning of the Surgical team, in the effective management and co-ordination of the operational day to day issues within Surgical Services.Providing cross-cover and secretarial/administrative support to the Surgical management team.In addition, providing support to the Clinical Director — Cancer Services in that role. |

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| **3. DIMENSIONS** |
| The post holder works directly to the Assistant General Managers and supports the Surgical team as required, providing a service which supports activity across the whole of the Surgical Services. Surgical Services has responsibility for co-ordinating healthcare services within that discipline in the acute hospital setting.Provision of non-clinical advice for Charge Nurses and administrators within Surgical Services on processes and procedures, meetings, etc., requiring robust knowledge of Policies and Procedures at NHS Ayrshire and Arran.The post holder is based within Crosshouse Hospital but is required to work at other sites on occasions. |

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| 4. ORGANISATIONAL POSITIONAssistant General Manager — Surgical (Crosshouse)Clinical Director — Cancer ServicesAssistant General Manager — Cancer and Head & Neck ServicesPost holderGeneral Manager —Surgical (Crosshouse)Site Director of Acute Services — Crosshouse Director of Acute Services  |

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| 5. ROLE OF DEPARTMENT |
| To provide a proactive, effective and responsive administration and secretarial support service to the Assistant General Managers, Surgical Services (Crosshouse), and the Clinical Director — Cancer Services, to ensure the effective management and co-ordination of service delivery and service planning across Surgical Services, Crosshouse;To deliver high quality services in line with clinical, local and national priorities;To ensure effective communication within Surgical Services;To contribute to Surgical Services objectives through delivery of effective administrative and secretarial support associated with corporate performance targets, e.g. budgets, waiting times, delayed discharges, winter; produce and collate performance management information;To assist the Surgical Services team to organise, deliver and manage effective services for the provision of patient care services within Surgical Services by optimising the use of staff, premises, equipment and other resources to ensure the delivery of high quality clinical services in line with Corporate and Clinical Governance objectives;To provide a secretarial and administrative resource to the Surgical Services (Crosshouse) team withinNHS Ayrshire and Arran, including dissemination of highly sensitive and often highly confidential information. |

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| 6. KEY RESULT AREAS |
| * To provide comprehensive administrative and secretarial support to the Assistant General Managers and Clinical Director — Cancer Services, undertaking various administrative duties, including electronic diary management (to ensure effective time management), file and meeting preparation and file system management, minute taking, with a considerable degree of discretion to ensure optimal planning and organising of the workload of the office, ensuring priority issues are addressed in a timely fashion;
* Provide secretarial support to Disciplinary Hearings if required;
* To provide and receive information, ensuring a good standard of English language, requiring tact and persuasive skills dealing with different members of senior management and multi-professional clinical teams. This involves concise communication through verbal information;
* Communication with external organisations as required, including Scottish Executive, Local Authorities and other outside agencies;
* Liaise directly with Surgical Services team to identify and obtain appropriate information required for regular management reports. Once received, collate and edit information into final report format for approval prior to submission;
* Evaluate priorities when dealing with Senior Managers, Clinicians, external clients, and staff representatives to ensure organisational targets within national parameters are achieved, exchanging and communicating confidential and sensitive information to facilitate achievement of designated tasks;
* Record and prepare minutes of meetings, specifying decisions made and follow-up action required for subsequent approval by the Assistant General Managers or Clinical Director, ensuring actions agreed at meetings are taken and that information is available for the next meeting. Circulating approved copies;
* Manage incoming correspondence (mail and e-mail) for the AGMs, responding where appropriate and, when required in the absence of the Assistant General Managers, the post holder will assess the need for further communication, directing/prioritising to assist in the efficiency of the service delivery;
* Deal with telephone and face-to-face enquiries from various staff groups and members of the public, directing and prioritising queries as appropriate, to ensure efficiency and effectiveness of service delivery;
* Responsible for stationery stock control, including ordering, to ensure adequate resources are available for the Assistant General Managers and own office;
* Distribute and collate complaints as appropriate and liaise with the Complaints Team.
* Putting forward suggestions for improvements in services provided within the office.
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| 7a. EQUIPMENT AND MACHINERY |
| * Personal computer;
* Electronic Diary – to assist in the day to day update of meetings and appointments;
* Multi-Function Device – for printing, copying and scanning documents to assist with the production of correspondence, reports, and papers;
* Telephone/Answering Machine – for making and receiving calls;
* Laminator, guillotine (for paper) and staplers – for preparation of documents.
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| **7b. SYSTEMS** |
| * Post holder must be proficient in the use of MS Word, Excel, Powerpoint and Outlook;
* Access Internet and Intranet to obtain information;
* Responsible for creating, formatting and populating spreadsheets;
* Understands NHS A&A policies, procedures and guidelines and can apply them consistently;
* Electronic data storage of documents, e.g. Word, Excel, Powerpoint, Outlook (e-mail);
* Electronic update of diary with meetings and appointments.
* Knowledge and experience of NHS A&A systems e.g. Trakcare, SSTS, JobTrain
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| 8. ASSIGNMENT AND REVIEW OF WORK |
| The post holder works directly to the Assistant General Managers and Clinical Director — Cancer Services, with a requirement to provide an administrative service to the Surgical Services office.Workload is generated by the Assistant General Managers and Clinical Director — Cancer Services, and is assigned from e-mail, incoming mail, telephone calls, and project tasks delegated by them.Work is also generated from the Surgical Services team. However, the post holder operates autonomously without supervision and with minimal advice and guidance, to meet the needs of the Surgical Services team and maintain a high quality service. The post holder prioritises the order in which the tasks/workload is completed taking into account the level of importance and time constraints. Should a complicated, non-routine, problem arise, assistance is available from the General Manager or Surgical Services team, when all other avenues have been exhausted.Objectives are set and reviewed annually with the Assistant General Manager — Surgical. |

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| **9. DECISIONS AND JUDGEMENTS** |
| The post holder has a significant degree of autonomy, is not directly supervised and uses own initiative to make basic decisions on how the Surgical Services office functions, including workload priorities, diary conflicts, office management, ensuring policies are implemented and safe systems of work are in place within the Surgical Services office.A high level of discretion is required due to confidential/personal information being in use on a daily basis. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Assisting the General Manager and Surgical Services team in managing and leading operational line management to ensure that Divisional services are planned and delivered in a co-ordinated, open and responsive way, ensuring the most effective and efficient use of resources for the benefit of patients and staff;
* Assisting the General Manager and Surgical Services team in ensuring that staff working at all levels are involved in and contribute to the Group Directorate’s objectives, to deliver the improvement in services to patients in line with local and national priorities;
* Responding to urgent daily emergency pressures impacting on the directorate, e.g. bed capacity, waiting times, staffing issues, etc., and appreciating the wider implications of events;
* Office based work and using PC for a substantial amount of the time;
* Speed and accuracy, high level of concentration required at all times to meet deadlines in all aspects of post;
* Working to multiple managers with regularly conflicting deadlines and work requirements;
* Managing time effectively, prioritising work to meet competing demands;
* Understanding and working with Partner Organisations and other Directorates to deliver required services;
* Keeping up to date with NHS A&A Guidelines and changing emphasis;
* Taking Notes/Minutes at meetings and keeping up with current issues.
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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| Strong interpersonal and communication skills are essential to assist in ensuring an inclusive and integrated planning process to meet specified objectives. The ability to establish and maintain effective communications with the Surgical Services team is paramount.InternalRegular contact with key staff throughout the Directorate to assist the General Manager and Surgical Services team in ensuring involvement in the delivery of the change agenda, feedback and to ensure integrated delivery to patients, against specific targets. Regular contact is maintained with the Surgical Services team and Directors to ensure that priority issues are addressed in a timely fashion. Contact is also required, on a limited basis, with Directors to assist the department in ensuring key links of operational management and professional leadership.Regular contact is achieved on a daily basis. Communication can also be written, including e-mail, or orally, via the telephone or face to face, acknowledging the sensitive nature of topics discussed in confidentiality using skill, tact and diplomacy. The purpose of the communication is also to promote flow of work, obtain and provide information, and develop good working relations between staff/departments.* Secretarial staff for the organising of meetings, minutes and documents, etc.;
* Education Centre staff and / or catering managers for accommodation / hospitality bookings for meetings;
* General Managers and AGM’s regarding waiting times information, facts and reports for meetings, filling of rotas, etc.;
* Finance Department – Creditors/Debtors Section – payment of cheques / invoices, and chasing up when required;
* Finance Department – Management Section – payment of travel expenses, coding of expenses to correct budget, etc.;
* Director of Acute Services regarding minutes and papers for meetings;
* Consultant Medical Staff on Waiting Times issues, Waiting List Initiatives and in connection with Complaints, etc,
* Medical Records staff regarding contact details for patients/casenotes for review in connection with complaints;
* Sharing of knowledge and skills with other staff.

ExternalContact with senior staff in the NHS Board, Community Health Division, Scottish Executive, Local Authorities and National Bodies. Regular contact is achieved on a daily basis. Communication can also be written including e-mail, or orally, via the telephone or face to face, acknowledging the sensitive nature of topics discussed in confidentiality using skill, tact and diplomacy. The purpose of the communication is also to promote flow of work, obtain and provide information, and develop good working relations.* Scottish Executive Health Department regarding meetings, etc.;
* Local Authorities and external organisations regarding meetings, payments, endowments, etc.
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical*** Combination of sitting, standing, and walking;
* Driving skills – required to drive on occasions to other locations;
* Frequently sitting for long periods in a restricted position at PC – Display Screen Equipment risk assessed;
* Occasional requirement for moderate effort;
* Advanced keyboard skills, requiring high degree of speed and accuracy;
* Occasional work on different sites.

**Mental*** High level of concentration required at all times as constantly working to tight deadlines whilst being interrupted by telephone and visitors to the office;
* Must have the capability to recall procedures and switch between tasks effectively and efficiently, in view of the many interruptions and diverse situations at short notice;
* Concentration in preparation of reports, presentations, compiling minutes/correspondence, checking information, reading draft documents for comment, etc.;
* Concentration on issues being discussed at meetings in order to provide notes/minutes afterwards;
* Advanced knowledge of software programmes;
* Work pattern unpredictable and varied with conflicting demands, requiring quick changes from one task to another and then back again;

**Emotional*** The ability to respond to a diversity of difficult situations brought by the administrative staff is paramount. This often requires a sympathetic and tactful approach along with excellent listening and communication skills to resolve the various situations, which arise;
* Occasional contact with distressed/emotional patients, relatives and staff.

**Environmental*** Frequent requirement to use VDU including recording minutes directly on to portable laptop;
* Exposure to verbal/physical aggression, hazardous or unpleasant working conditions, is rare;
* Extended working day to meet demands of service particularly late meetings.
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * NVQ3, RSA3 or equivalent qualification or experience;
* Minimum typing speed of 55 wpm;
* High level of competence in office IT software, including Microsoft Office, ie, Word, Excel, Powerpoint;
* Shorthand and/or minute taking experience essential;
* Knowledge and experience of operating systems within the NHS preferred;
* Knowledge of medical terminology desirable;
* Experience of dealing with staff and patients and ability to communicate at all levels;
* Excellent communication skills – written and verbal;
* Ability to work unsupervised using own initiative;
* Ability to operate with a high level of autonomy;
* Interpersonal skills;
* Organisation skills with time management ability;
* High level of professional integrity;
* Ability to maintain and deal with strictly and highly confidential/sensitive issues in an appropriate manner;
* Self motivated and substantial use of initiative in a wide range of issues and at different levels;
* Knowledge of relevant policies, procedures and guidelines;
* Knowledge/experience of Health and Safety issues;
* Knowledge / experience of Data Protection issues;
* Ability to distil relevant information for presentation at meetings;
* Experience in preparation of managers’ presentations and rotas, etc..
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