# FORTH VALLEY CORPORATE DIVISION

# JOB DESCRIPTION

**1. JOB DETAILS**

**Job Title: Administrative Assistant**

**Responsible to: Project Manager**

**Department(s): Corporate Portfolio Management Office (CPMO)**

**Job Holder Reference: G-AS-B4**

**2. JOB PURPOSE**

The post holder will assist in the day-to-day organisation and the delivery of the Corporate Portfolio Management Office (CPMO) duties to ensure its efficient operation in delivering its strategic objectives as business as usual and priority programmes of work.

The Administrative Assistant, as a member of the CPMO, will be responsible for providing a full range of administrative support services to the team consisting of but not limited to:

* Provide a wide range of administrative/secretarial support to the Portfolio Manager, Programme Manager, Project Managers, Senior Project Support Officer, and allocated projects.
* Contribute to the overall team development of internal processes to ensure delivery of results.
* Ensures operation of office equipment through regular maintenance requirements.

The post holder is expected to work with minimum supervision.

**3. ORGANISATIONAL POSITION**

**ROLE OF DEPARTMENT**

**SEE APPENDIX 1**

1. **DIMENSIONS**

NHS Forth Valley provides a range of primary care, acute and continuing healthcare services plus public health and health improvement/promotion services. There are 10 hospitals, 7-day hospitals and 52 health centres and clinics widely dispersed throughout Forth Valley. Additionally, 57 PHCTs based around general medical practices, plus 92 dental practices, 66 community pharmacies and 60 ophthalmic practices.

The CPMO provides programme/project management support across all areas of NHS Forth Valley which requires the coordination and implementation of various projects within a large complex organisation (6,500 employees). The Administrative Assistant provides support to the CPMO Team records management, completion of reports, IT applications, general secretarial, minutes/action note taking, clerical and general office duties.

The CPMO delivers programmes of transition and change delivering solutions to:

• Transform and integrate care

• Improve quality and productivity

• Deliver sustainable improvement with a focus on efficiency savings

• Achieve strategic priorities

The post holder will be expected to work flexibly across NHS Forth valley to meet service demands.

**5. KEY DUTIES/RESPONSIBILITIES**

* Support the CPMO team in all aspects of administrative duties including responsibility for adapting, designing, and maintaining appropriate data collection systems within the team ensuring accuracy of information. Reports and documents are then created to meet the specifications of others, within deadlines.
* Provide a quality secretarial service to the CPMO management Team. Dealing with enquiries relating to a variety of projects, which may be by telephone, e-mail or written correspondence, recording and proactively taking follow-up actions including confidential enquiries, initiating and coordinating responses where appropriate, prioritising correspondence for action as required and ensuring the recording and monitoring system is organised and up to date.
* Supporting the compilation of payroll input for all CPMO staff, including recording and maintaining holiday and absence records.
* Assist in populating Project Delivery Tools, within allocated projects, contributing to delivery and implementation of effective / proportionate change delivery framework and robust PMO tracking, assurance and reporting.
* Responsible for the co-ordination of team meetings, venues, compile agendas and take and transcribe formal minutes or action notes.
* Responsible for ensuring team completion of regular reporting requirements.
* Updating the CPMO departmental intranet page with documents as and when required.
* Deal with enquiries from other departments and external sources to ensure prompt transfer of information to the CPMO Team.
* Be autonomous in organising the daily workload using a high degree of departmental knowledge although work is allocated from the Project Manager, dependent upon departmental requirements.
* Assist in the purchasing of a wide range of equipment for CPMO team, occasionally as a matter of urgency and support production of purchase orders in respect of projects as required.
* Process study leave/training requests for all team members and recording on central database and keeping the Service Manager fully appraised.
* Carry out general office duties i.e., records management, scanning, copying etc.
* Undertake the task of arranging staff bank requests, the post holder be able to use their initiative should a decision have to be made quickly. All requests are authorised by the Portfolio Manager and an audit trail must be held.

The role holder will be based at NHS Forth Valley Corporate Offices in Carseview, Stirling however an element of cross site working may be required.

1. **SYSTEMS AND EQUIPMENT**

The post holder will routinely use IT equipment including PCs, tablet PCs, printers, monitors, laptops, multimedia projectors and various handheld mobile devices.

The post holder is expected to have a comprehensive working knowledge of all office systems including Microsoft Office, Project Management tools such as Microsoft Project, MS Visio and ability to utilise the internet.

The post holder will be expected to develop knowledge of current systems and interfaces used within NHS Forth Valley as appropriate.

The post holder is therefore required to have knowledge of or know how to use the following:

**Systems:**

Email system – for communication purposes

Microsoft Office Professional (Word, Excel, PowerPoint) – for reports, data analysis, information recording and updating presentations.

Visio – Organogram, flow chart production

SSTS – Payroll system

Pentana – Performance Platform

WordPress – Intranet platform

Internet – for business and personal development

Intranet – for business information

TURAS – for performance reviews

LearnPro – for mandatory training and other appropriate e-learning packages

PECOS - Procurement system

Office filing system **-** manual

**Equipment:**

Personal Computer

Laptop and projection equipment

Multi-function Devices – Photocopier/Printer/Scanner

Laminator

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

**7. ASSIGNMENTS AND REVIEW OF WORK**

The Administrative Assistant priorities their day-to-day duties and works with minimal supervision.

Work is generated daily by the CPMO Team, and is subject to change dependent on priorities and competing demands

The post holder is required to work within organisational policies and is responsible to the Project Manager for professional management, work review and formal appraisal of performance.

Performance against objectives will be managed consistent with NHS Forth Valley arrangements for performance management. This will involve structured meetings with the Project Manager to review the performance against agreed objectives and the post holder’s personal development planning.

**8. COMMUNICATIONS AND WORKING RELATIONSHIPS**

The CPMO office is the central point of contact for all members of staff across NHS Forth Valley and professional approach with good communication and inter-personal skills are essential to deal effectively with the day-to-day activity of the department.

Regular contact with Management Teams across the organisation is necessary to achieve the team’s objectives.

Discretion is necessary when receiving complex, sensitive, contentious, or personal information into the office.

The Administrative Assistant will communicate with support teams across NHS Forth Valley, senior staff, Medical/Nursing staff, Clerical /secretarial staff and the general public.

Deal with telephone calls, emails and general enquires and resolve problems.

Monitor and manage CPMO shared mailbox, sharing enquiries with relevant team members.

##### Internal

* Executives
* General Mangers
* Nurse Managers/Service Managers
* Department Administrators
* Human Resources
* Finance/Payroll
* Heads of Service
* Consultants
* Nursing staff
* Administrative and clerical staff
* Catering staff
* Domestic staff
* Portering staff
* Central Supplies Department
* Health Board
* Wider corporate teams to ensure the needs of the Unit are met and assistance can be sought from any area.

##### External

* Other NHS Departments
* Suppliers
* Serco

**9a. PHYSICAL DEMANDS OF THE JOB**

Advanced keyboard skills with a daily requirement for sitting inputting/working at workstation for substantial periods of time, i.e., the majority of the workday with appropriate breaks. No other major physical demands although on occasion may be required to carry and assemble portable presentation equipment.

The post may require travel within Forth Valley with cross-site travel will be undertaken as and when required.

**9b. MENTAL/EMOTIONAL DEMANDS OF THE JOB**

High degree of accuracy and prolonged concentration is essential to allow the multitask, complex duties to be carried out efficiently. The workload within the Admin Assistant remit can only be predetermined in certain areas e.g., payroll and reporting deadlines. The majority of the workload cannot be predetermined, and the Admin Assistant must react on a hourly/daily basis to the needs of the team. This can be affected by the frequent interruptions via telephone calls and emails.

An understanding and knowledge of rotas is necessary to arrange Staff Bank cover for the team to cover demand and sickness. This requirement is unpredictable and usually at very short notice, thus causing high levels of stress as delivering support to enhance patient care is paramount.

The Admin Assistant must understand all issues currently within the team and due to the diversity and numerous issues to be resolved this can be mentally challenging. The Admin Assistant role is emotionally challenging as several issues may be current at any one time and it is essential to re-evaluate the workload frequently and prioritise as necessary.

The Admin Assistant’s role may require attendance at cross-site meetings. This causes additional stress with driving, parking and time out of office and results in an accumulation of work on return to base.

On occasion the post holder will have to deal with difficult and sensitive issues and is required to deal with a degree of tact and sensitivity.

**10. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

## Knowledge

Ability to work accurately under pressure.

Can demonstrate application of theory and practice.

Motivation to work both autonomously and within a team.

Understanding of accountability for working with confidential information/data.

Highly organised with the ability to prioritise to meet deadlines

Knowledge of procurement protocols is essential

## Experience

HNC or minimum 2 years secretarial/admin experience.

Excellent organisation skills

Excellent communication skills

Proficient in use of software systems and good keyboard skills.

**11. JOB DESCRIPTION AGREEMENT**

**Job Holder’s Signature:**

**Date:**

**Head of Department Signature:**

**Date:**

**APPENDIX 1**

**NHS FORTH VALLEY**

**JOB DESCRIPTION**

**Job Title: Administrative Assistant**

**Responsible to: Project Manager**

**Department(s): Corporate Portfolio Management Office**

**Job Holder Reference:**

**No of Job Holders: 1**

**A. ROLE OF THE TEAM / FUNCTION**

# To provide a high quality, efficient and effective Project Management, and support across NHS Forth Valley.

## B. ORGANISATIONAL POSTION

**Corporate Portfolio Management Office (CPMO) Organisational Position**