



**Executive
Assistant**

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Welcome from Laura Skaife-Knight, Chief Executive

Thank you for your interest in this exciting position.

Orkney is a really great place to live and work. The relationship with our local community here is truly a special one, and like nothing I have experienced before.

We strive to look after our community, provide excellent care and grow local talent. We are also excited by the increasing diversity that our colleagues from elsewhere in the UK and the world bring to Orkney. If it's a move you are considering, like I did, you will no doubt have a lot of questions going through your mind about what it's really like you can find out more about living and working in Orkney our *Introduction to Orkney and NHS Orkney* section.



Below is some helpful information about working here to help you as you do your own research. I hope that you find this pack useful, and that it helps you come to the conclusion that you should apply to work here.

We are proud to employ 800 staff across our community, primary and secondary care services. We call this team, Team Orkney, recognising we are one team, all pulling in the same direction.

NHS Orkney is on an exciting journey of improvement. Our Promise (vision) is: Looking after our community and providing excellent care. Our recently published Corporate Strategy - called "Delivering what matters to our community: 2024-2028" is our compass at NHS Orkney and sets out our priorities.

Our values, aligned to those of NHS Scotland, are:

- **Open and honest**
- **Respect**
- **Kindness**

Our five strategic objectives, are:

1. **People** – by 2028 we will ensure NHS Orkney is a great place to work
2. **Patient safety** – by 2028 we will consistently deliver safe and high quality care to our community
3. **Performance** – by 2028 we will within our budget, ensure our patients receive timely and equitable access to care and services and use our resources effectively
4. **Potential** – by 2028 we will ensure innovation, transformation, education and learning are at the forefront of our continuous improvement
5. **Place** – by 2028 we will be a key partner in leading the delivery of place-based care which improves health outcomes and reduces health inequalities for our community

You can read more about our Corporate Strategy via our website:

<https://www.ohb.scot.nhs.uk/nhs-orkney-corporate-strategy-2024-delivering-what-matters-our-community-2024-2028>

I believe in compassionate and visible leadership and creating an open, honest and transparent culture that supports staff to innovate, and be bold and brave. I want us to have a listening and learning culture here, where staff feel supported, valued, looked after and safe speaking up when they have concerns, including those about safety, and confident knowing they will be listened to and acted on.

It is important that we consistently listen to and respond to patient and staff feedback so that we can learn and continuously improve what we do.

The final thing I would like to say to any prospective applicant who may be considering a move to Orkney is that the islands occupy an enviable location at the North of Scotland with breath taking beaches, hills, and rolling countryside right on our doorstep. Orkney has consistently come out top in national lifestyle and happiness surveys, and with an open and vibrant community, it is the perfect location to call home within a safe and welcoming community.

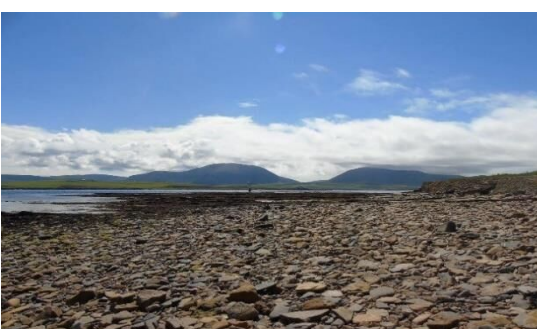
This, along with Orkney's direct flight connections to other major cities in Scotland and now further afield including London, means the area can offer staff so many rewarding opportunities for those in pursuit of finding the right work-life balance. If you'd like to discuss any opportunity, please get in touch with us and we'd be pleased to discuss further.

We recognise you will have many questions for us to help you to reach the right decision about your future. For me, choosing NHS Orkney was the best decision I ever made. I look forward to hearing from you, and I hope meeting and working with you.

Laura Skaife-Knight

Chief Executive

NHS Orkney





Job Advert



About the Organisation:

As Scotland's smallest health board, NHS Orkney is driven by a bold vision: looking after our community and providing excellent care. Whether you're starting your NHS journey or bringing expertise from another NHS employer, your skills will make a real difference to the health and lives of Orkney's 22,000 residents.

Our state-of-the-art healthcare facility, The Balfour, opened in 2019 and is home to modern inpatient wards, an emergency department, outpatient clinics, diagnostics, GP practices, and the Scottish Ambulance Service. Collaboration thrives here, ensuring exceptional care for every patient. Beyond our main facility, we're investing in our outer isles, enhancing services, and transforming patient care across our islands.

About Orkney:

Orkney itself is nothing short of magical. With over 70 islands (20 inhabited), this breathtaking destination offers stunning landscapes, unique wildlife, and vibrant cultural and sporting activities. Recognised as one of the UK's best places to live, Orkney promises a lifestyle like no other.

The Post:

The main objectives for this post are to support the Executive Director and provide additional support to executive team members, as directed, to ensure that organisational goals and objectives are accomplished and that operations run efficiently. It is essential to have excellent organisational skills along with the ability to promote and present a positive image of NHS Orkney Board and its services. Plan and orchestrate work to ensure that Executive Director priorities are met, organisational goals are achieved, and best practices are upheld. The post has varied daily activities, meaning no day is the same, flexibility and team working are key to this role.

The Candidate:

The ideal candidate will provide a high level of executive support and be a proactive problem solver with exceptional communication skills and meticulous attention for details. This person should have experience working in an office environment and performing administrative duties as required. Given the dynamic nature of the executive landscape, we rely on executive assistants to be flexible and consistent while maintaining the confidentiality of high-level systems and operations.

Candidates should hold a recognised qualification in business administration or relevant experience, NHS Orkney also offers additional training opportunities, we have previously supported an Executive Assistant through a graduate apprenticeship programme.

Location, Working Pattern and Contract Duration:

This post will be based at **The Balfour**

The successful candidate will work: **37 hours per week**

This post is on a **Permanent** Basis

It is a condition of this employment that you must live and remain a resident within the UK for the post in which you will be employed with NHS Orkney.

Benefits and Salary:

Did you know NHS Scotland salaries are higher than those in England, Wales, and Northern Ireland?

The salary for this post is on a **Band 4 £29,116 - £31,670** and if residing on Orkney, you'll also receive a Distant Islands Allowance of £1,587 pro rata per year, adding extra value to your rewarding career with us.

NHS Orkney also offers an attractive pension scheme, wide range of work life balance policies, employee assistance programme and various discounts to both local and national retailers.

Further Information:

If you share our vision and are ready to be part of Team Orkney, we'd love to hear from you. Your rewarding career starts here!

To find out more about this opportunity please contact Miranda Gardiner (Executive Assistant Team Lead) on Miranda.gardiner@nhs.scot or 01856 888197.

Interview Date: Week beginning 26th May 2025

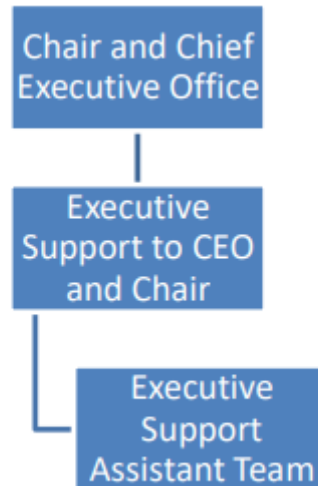
Job Description

1. JOB DETAILS	
JOB TITLE	Executive Assistant
SERVICE	NHS Orkney
DEPARTMENT	Corporate Services
GRADE	Band 4
LOCATION	The Balfour
REPORTING TO	Executive Assistant Team Lead

2. JOB PURPOSE
<p>To provide executive support and assistance to the Executive Directors in managing day to day workload by maintaining diaries, responding to enquiries via telephone and in person, and escalating urgent matters to the Executive Support Lead as appropriate.</p> <p>Production of various items of correspondence including administrative support such as drafting papers, composing letters, and drafting minutes and agendas (including for visits) and visual presentations as required.</p> <p>Attendance at relevant meetings to minute/note take, intercept and link correspondence on behalf the Executive Director.</p> <p>The postholder will exercise significant initiative in resolving issues and advise on the proper channels of communication to ensure there are few inappropriate interruptions and the best image of NHS Orkney is portrayed.</p>

3. DIMENSIONS
<p>The postholder is one of a small team of Executive Support Assistants who will provide a high level of confidential and comprehensive Executive Support to the Executive Directors, assisting in the discharge of management duties and responsibilities effectively and efficiently.</p>

4. ORGANISATIONAL CHART



5. ROLE OF DEPARTMENT

To provide a daily internal and external contact service for the Executive Directors between Departments, their direct reports, and a range of external agencies and partners on a local, regional, and national basis, ensuring that all enquiries are dealt with professionally, promptly, and that the provision of relevant and meaningful information is shared with the appropriate person and key deadlines are met.

6. KEY RESULT AREAS

Ensure effective continued operation of key functions during the frequent periods in which the Executive Directors are out of the office on business activities, including liaising with senior internal colleagues and external partners and parties and taking appropriate action and decision making as needed.

Develop, implement, and maintain systems to ensure the efficiency of the Executive role both internally and externally, supporting and reinforcing the values and behaviours of NHS Orkney.

Produce a variety of documents, reports, and letters from a variety of sources with a high degree of accuracy and independence. This includes extraction of information from reports and/or production of complex reports and presentations (this may include statistical or financial data).

Ensure all work and discussions, where necessary, are always carried out whilst maintaining the strictest of confidentiality.

Collate and gather information from a variety of sources for input to reports and returns on behalf of the Executive Director, ensuring deadlines are achieved, demonstrating excellent time management and analytical skills.

Work as part of the team to ensure a consistent application of process and working practices, to ensure equitable support to the Executive Directors, where necessary propose changes to procedures and/or policy where it would improve working practices.

Arrange meetings for Executive Directors frequently at high level (eg Scottish Government, National NHS Groups, media, NHS Scotland Boards and the full spectrum of external partners and stakeholders) facilitating best use of time for all attendees. This includes ensuring appropriate connections are set up and where appropriate venues and equipment.

Manage the executive directors diary, scheduling appointments and meetings, liaising with internal and external stakeholders in relation to equipment, travel, accommodation and coordinating all activities to ensure the smooth running of the diary, as well as our own diary management.

Provide training, advice and guidance, when required on operational systems and share best practice and experience with colleagues in relation to other systems required.

Meet and greet visitors as necessary and provide appropriate hospitality.

Attend and minute any additional meetings as directed by the Executive or Executive Assistant Lead. Record and transcribe minutes of operational meetings using own judgement in order to ensure that the essential and relevant information is captured and recorded concisely and accurately, deciding which information is necessary to be recorded ensuring that it will provide evidence of scrutiny and constructive challenge.

Monitoring of PECOS on behalf of the Executive to ensure that any purchase orders are approved in a timely manner. Confirm receipt of goods and services and deal with payment and invoice enquiries as required, where delegated authorising small expenses claims or payments.

Where necessary, organise all travel itineraries and accommodation requirements, ensuring this is done in the most efficient and cost-effective manner.

Maintenance of SSTS and Optima to ensure attendance, absence, and sickness records for designated staff are maintained.

Participate in the appraisal system undertaking training as necessary to fulfil the requirement of the post.

Ensure that any work activity does not compromise health, safety or security of self or others as defined in the Health and Safety Policy. Supporting colleagues to ensure that their working environment is as safe as possible and complies with relevant Health and Safety requirements, taking steps to manage and minimise risks as appropriate.

Assisting the Executive in the organisation of recruitment of vacancies in their portfolios, supporting with the recruitment process.

Proactively managing and actioning a broad range of complex enquiries; including delegation / allocation of work as directed by the Executive and ensuring relevant follow up action is taken, e.g. keeping track of daily actions and priorities for the Executive and pre-empting their needs and deadlines.

7a. EQUIPMENT AND MACHINERY

Occasionally required to move furniture and set up rooms for Board and other Governance Committee Meetings, as such this may involve setting up IT or conference related equipment.

7b. SYSTEMS

On a daily basis there will be a need to use most of these systems:

- Microsoft Office 365 products including MS Teams

- PDF Converter
- eESS/SSTS/TURAS/Optima
- Documents are also required to be uploaded onto NHS Orkneys Website and Blog

8. ASSIGNMENT AND REVIEW OF WORK

The post holder, whilst directly reporting to the Executive Support Lead on a day-to-day basis, work will in the main be assigned by the Executive Director Team.

The postholder will use discretion and experience in supporting the Executive Directors, managing emails and diaries, making decisions on what can be dealt with directly and what requires additional information prior to making decisions, managing their own workload ensuring effective and efficient planning of the Executive Director time.

It is, therefore expected that the postholder will have a degree of autonomy to fulfil the requirement of their role and provide the level of support required to the Executive Director Team.

The Executive Support Lead will be responsible for all staff annual appraisal process; however it is expected that the Executive Directors will have input into the appraisal process.

As an employee of NHS Orkney, the postholder is required to adhere to NHS Orkney:

- policies with regard to the data protection and confidentiality of information
- Health and Safety and Risk Management policies
- policy on Equal opportunities and Diversity

The postholder will undertake any training as necessary to carry out the duties of the post.

Using initiative with minimum supervision to make decisions regarding workload priorities, enquiries, correspondence in the absence of the Directors.

9. DECISIONS AND JUDGEMENTS

Using initiative with minimum supervision to make decisions regarding workload priorities, enquiries, correspondence in the absence of the Executive Directors.

The postholder is required to exercise initiative, judgement and discretion in deciding the most appropriate actions to be undertaken, eg determining those matters which should be brought to the attention of the line manager and those which can be progressed independently

A level of communications skills is required to provide advice, and solve complex problems with tact and diplomacy while working with information of a confidential nature, adhering to strict deadlines, such as when gathering information for Executive appraisals.

Occasionally will need to use negotiation and/or persuasive skills, where diary commitments require adjustment to address urgent meetings as directed by the Chief Executive.

Produce a variety of documents, reports and letters from a variety of sources with a high degree of accuracy and independence for the Executive Directors. This includes extraction of information from reports and/or production of complex reports and presentations (this may include statistical or financial data), e.g. NHS Orkneys Annual Report or reports to Governance Committees.

10. MOST CHALLENGING PARTS OF THE JOB

The postholder will often have to respond to conflicting demands from the Executive Directors and other team members whilst managing a varied personal workload with tight deadlines in support of the activities of the team, taking appropriate action to ensure that results are achieved.

The postholder is required to exercise initiative, judgement and discretion in deciding the most appropriate actions to be undertaken, e.g. determining those matters which should be brought to the attention of the line manager and those which can be progressed independently.

Ability to multi-task and divert attention as demand requires to ensure workload is completed to appropriate standard within tight timescales and that the service is maintained and objectives achieved

Ability to deal with constant interruptions, problem solving demands for urgent information requests.

11. COMMUNICATIONS AND WORKING RELATIONSHIPS

The postholder has a pivotal role in supporting effective communication both within the Executive Support Team and wider NHS Orkney. In addition, the postholder will be expected to liaise with a wide range of staff internally and externally across the organisation / organisations. This involves staff from People and Culture, Finance, Chief Executive and Chair's offices, Medical Director, Director of Nursing, Midwifery, AHPs and Acute Director, Chief Officer for the Integration Joint Board, Heads of Service, Clinical Leads and staff of all levels within NHS Orkney.

The postholder must also be able to communicate complex, sensitive, and confidential information in an appropriate manner, e.g. HR/Financial information relating to specific staff via verbal or written communication.

The postholder will also be able to communicate with individuals who may not have English as their first language.

A level of communications skills is required to provide advice and solve complex problems with tact and diplomacy while working with information of a confidential nature and adhering to strict deadlines.

Must remain calm under pressure and have the ability to communicate complex information in an easily understood manner.

The postholder is required to establish and utilise a comprehensive network of contacts both internally and externally and demonstrate the highest possible standards in communicating, evidencing NHS Scotland's and NHS Orkney's Values and Behaviours at all times.

Receipt of in-coming communications will require imparting helpful information or responding to individuals who may on occasions be upset or antagonistic

12. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS

Physical:

- Long periods of time sitting at a desk operating a PC
- Required to use keyboard / VDU for prolonged periods
- Elements of bending and lifting – ie equipment

- Requirement for speed and accuracy

Mental:

- Frequently required high levels of concentration and may be required to switch tasks with no prior knowledge or at short notice
- Long periods of concentration required when attending meetings, transcribing and producing operational and advisory committee minutes
- Requires a high degree of concentration and accuracy when preparing agenda and papers for issue, typing reports or inputting data
- Required to act sensitively when dealing with distressed members of staff or public
- Required to deal with highly sensitive, confidential and on occasions distressing information
- Frequent interruptions.

Emotional:

- Deals with emotive and sensitive issues
- Angry and upset patients or staff as first point of contact for Director
- Required to minute meetings where sensitive and contentious issues are being discussed

Environmental

- Office environment
- Home working

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

- Recognised qualification in Business Administration equivalent to HNC or NVQ in Administration at Level 4, or significant relevant equivalent practical experience
- Conversant with office procedures and systems and able to demonstrate prior experience in working in a secretarial or admin role.
- Experience in use of MS 365 system including MS Teams
- Confident in communicating with colleagues at all levels
- Previous project experience or knowledge
- Minute taking skills
- Evidence of excellent written and oral communication skills
- Able to work on own initiative and take personal accountability
- Demonstrable ability to manage priorities and excellent time management skills
- Demonstrable organisational and planning skills
- Strong planning and ability to apply a sense of perspective on dealing with multiple tasks

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

Person Specification

Job Title: Executive Assistant

Department: Executive Directors

Location: The Balfour

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	<p>Conversant with office procedures and systems and able to demonstrate prior experience in working in a secretarial or admin role.</p> <p>Experience in use of MS 365 system including MS Teams</p> <p>Confident in communicating with colleagues at all levels</p> <p>Previous project experience or knowledge</p>	NHS Experience
QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS	Recognised qualification in Business Administration equivalent to HNC or NVQ in Administration at Level 4, or significant relevant equivalent practical experience.	
KNOWLEDGE AND SKILLS	<p>Minute taking skills</p> <p>Evidence of excellent written and oral communication skills</p> <p>Able to work on own initiative and take personal accountability</p> <p>Demonstrable ability to manage priorities and excellent time management skills</p> <p>Demonstrable organisational and planning skills</p> <p>Strong planning and ability to apply a sense of perspective on dealing with multiple tasks</p>	
DISPOSITION	Diplomatic and discreet in approach,	

	<p>able to manage a complex, demanding and diverse workload, including matters of a highly confidential and sensitive nature, and be able to work to deadlines.</p> <p>A strong team player with exceptional interpersonal and communication skills and have the ability to demonstrate initiative.</p> <p>Demonstrable evidence of drive for improvement and sense of integrity.</p> <p>Attention to detail.</p> <p>Ability to develop working relationships with Board members and other senior staff</p>	
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Introduction to Orkney and NHS Orkney



Lying off the northern coast of Scotland, between John O’Groats and the Shetland Isles, Orkney is an archipelago of over 70 beautiful islands; 17 of which are inhabited. The total population is approximately 22,000, with most people living on the Orkney Mainland. Kirkwall, the capital with its spectacular red sandstone 12th-century cathedral and a population of 7,500, is the administrative centre of Orkney with a good mixture of shops, supermarkets, and businesses.

Orkney is a wonderful place to live and offers excellent schools and leisure facilities, low pollution, low crime, unique wildlife, and amazing scenery. Although remote, there are excellent transport connections with numerous flights to Aberdeen, Glasgow, Edinburgh, and Inverness every day. There are ferry services to Aberdeen, Scrabster, and Gills Bay, and of course to the smaller isles in Orkney.

Orkney’s economy is based on agriculture, generating some £30 million per year. Farmers breed and rear beef cattle, dairy cows, and sheep of the highest standard. Orkney has international recognition for its food, with cheese, beef, lamb, and fish produce becoming well known; not to mention whiskey, beer, and gin. Tourism, oil, and the renewable energy sectors are increasingly important. Orkney is at the forefront of the renewable wave and tidal energy drive in the UK.

Kirkwall is a great place for children and a wonderful environment for a family. There is a very strong community spirit with a wide range of cultural and sporting activities for adults and children. Schools in Orkney are very good, with no private fees. Imagine all of this within walking distance of your home and workplace. For residents and visitors there is so much to see and do: playing a round of golf, fishing, kayaking, walking, cycling, diving, wind surfing and horse riding are but a few. The Pickaquoy Centre provides a modern well-equipped sports facility, swimming pool and entertainment centre. There are many cultural activities, with annual music, jazz and science festivals attended by internationally renowned artists and scientists. There is an extremely wide variety of activities for children



and young people. Homes are very affordable and with little traffic, travelling around the islands is easy.

According to the 2020 Bank of Scotland quality of life survey, for eight years in a row Orkney was crowned the best place to live in Scotland. The island took the top prize due to high employment levels, low crime rates, smaller primary class sizes along with good health and happiness scores. With its strong sense of community, picturesque landscape and rich archaeological treasures, the archipelago frequently wins the hearts of visitors.

Not only is Orkney one of the most affordable places to live in the UK, it also has one of the highest employment rates, with 88 per cent of residents between 16 and 64 currently in work. The low crime rate means that many people do not even lock their front doors to allow the postie to place the post and packages inside the door. As for overall wellbeing, more than nine in 10 Orkney residents report good or fairly good health.

To find out more about living and working in Orkney go to www.orkney.com or www.orkneycommunities.co.uk and learn more about NHS Orkney at www.ohb.scot.nhs.uk.



Recruitment Process

The NHS Scotland Everyone Matters 2020 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values, the vision will continue to modernise the way we work, embracing technology and digital transformation.

All vacancies will be advertised on NHS Scotland's recruitment website:

<https://apply.jobs.scot.nhs.uk/>

Internal vacancies will be advertised on NHS Scotland's internal recruitment website:

<https://apply.jobs.scot.nhs.uk/internal/>

CVs are not accepted as a form of application; NHS Scotland's electronic application form must be used on the above links.

All adverts will close at midnight on the advertised closing date.

Our selection process will consist of the following assessments:

- **Application short listing** – application forms are reviewed and those meeting the role requirements will be invited to a competency-based interview
- **Interview/Assessment** – competency-based interviews have a focus on NHS Orkney's core values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

Any job offer will be subject to meeting the conditions of NHS Orkney's safer pre- and post-employment checks policy:

- **Employment references** - references should include current and previous employers covering the last 3 years of your employment history
- **Evidence of qualifications** – candidates will be required to provide evidence of their qualifications, including proof of professional registration if required
- **Medical assessment** – the Occupational Health service will make an assessment on your fitness to carry out the information provided in a questionnaire. In certain circumstances further information is required and Occupational Health may contact you by telephone or request that you attend for an appointment
- **Criminal conviction check** – all applicants who apply for posts which are exempt from the Rehabilitation of Offenders Act 1974 and who will have access to patients during their employment will be required to consent to a Disclosure Scotland Criminal Records Check or join the Protection of Vulnerable Groups Scheme.
- **Immigration, Asylum and Nationality Act 2007 – Prevention of illegal working** – candidates must be eligible to work in the UK, evidence of this must be provided.

For any queries relating to this vacancy, or our Recruitment Process, please email

ork.recruitment@nhs.scot

Equality and Diversity

NHS Orkney is committed to Equality & Diversity <https://www.ohb.scot.nhs.uk/about-us/equality-and-diversity>