

Job Description

Job Title	Executive Assistant
Grade	Band 5
Service Unit	Trust Headquarters
Professionally Accountable to	Company Secretary
Responsible to	Company Secretary

VISION, MISSION and VALUES

Our Vision

To improve the health and well-being of the people we serve in Herefordshire and the surrounding areas.

Our Mission

To provide a quality of care we would want for ourselves, our families and friends. Which means: Right care, right place, right time, every time.

Our Values

Compassion, Accountability, Respect and Excellence.

- **Compassion** – we will support patients and ensure that they are cared for with compassion
- **Accountability** – we will act with integrity, assuming responsibility for our actions and decisions
- **Respect** – we will treat every individual in a non-judgemental manner, ensuring privacy, fairness and confidentiality
- **Excellence** – we will challenge ourselves to do better and strive for excellence

JOB SUMMARY

To provide a high quality executive level support to the Trust's non-executive and executive directors in addition to supporting the administration of the Trust Board, its committees, meetings and the running of the Trust Headquarters Office.

The Post-holder will have overall responsibility for managing, maintaining and developing the office systems required for providing the level support required by the Trust Board (both non-executive and executive directors). The Post-holder will be required to take on and lead project work from time to time.

MAIN FUNCTIONS OF THE JOB

(a) Executive Assistant:

To provide a comprehensive executive level support to Trust Board members and Executive Directors:

- To work autonomously in the absence of the Executive Directors initiating delegation of any urgent matters.
- Ensure that all matters of important, urgency and/or sensitivity are brought to the attention of the Executive Directors as appropriate.
- The effective management of non-executive and executive directors' diaries, schedules, appointments and travel arrangements.
- Proficient handling of electronic mail for the non-executive and executive directors ensuring that urgent matters are highlighted for their attention.
- Provide the first point of contact for written and telephone enquiries on behalf of the Executive Directors, using judgment to establish the validity and priority of the contact.
- Sort, distribute and prioritise incoming mail, using judgement and experience to decide which documents are to be passed to the executive directors and which may be passed directly to other areas for action and information.
- Prepare and edit correspondence, communications, presentations and other documents
- Managing and maintaining an up to date and efficient filing system, arranging for items to be archived as appropriate
- Organising a "bring forward" system and independently pursuing replies/responses
- To manage the administrative responsibility for functions, such as seminars, conferences and workshops associated with the work of the non-executive and executive directors.
- To manage the administration and organisation of visits and inspections by external bodies.
- Conduct research, assemble and analyse data to prepare reports and documents
- Typing accurate and timely reports and papers drafted and/or dictated by the executive directors.
- In the absence of the other executive assistants, provide secretarial/administrative support to the other non-executive and executive directors.
- Deputise as minute secretary at other meetings as required.
- Co-ordinate project-based work
- In line with the Trust's financial framework, ensure appropriate and timely ordering and receipting of goods on Integra.
- To act as "Front of House" for Trust HQ and other departments within the building, directing visitors to the appropriate offices.
- To be one of the main points of contact for general enquiries and information requests from staff/members of the public / external bodies.
- To participate in appropriate training courses or updates in accordance with mandatory training requirements and / or Personal Development Plan.
- To undertake any other duties, required by the Trust non-executive and executive directors, appropriate to the grade and relevant to the post.
- To maintain confidentiality at all times.
- To minimize hazards in the working area and report any identifiable hazards to the line manager. To adhere to all safe systems of work applicable to the work area.

- Liaison with foundation group colleagues supporting shared non-executive and executive directors and other multi-agency bodies as required to achieve the role.

(b) Board, Committee and Meeting Administration:

To provide full support to the non-executive and executive directors in relation to Board meetings, committees and other meetings which they chair (including multi-agency and foundation group meetings). This will include:

- Distributing the draft agenda
- Ensuring reports are in on time
- Collating, formatting and checking reports.
- Distribution of agenda using governance software
- Maintenance of the governance software (currently AdminControl)
- Facilitating on-line/remote meetings using applicable on-line applications.
- Preparation prior to the meeting, e.g. presentations, layout of room. Booking of external venues when required, with associated arrangements.
- Taking the minutes of the Meetings
- Distributing the minutes, after checking by the Executive Directors.
- Preparing the action log from the minutes and ensuring it is kept up to date

(c) Review of Work

- Directly accountable to the Company Secretary
- Structured review of performance against agreed objectives with the Company Secretary

(d) Key Relationships

1. Chief Executive
2. Executive Directors
3. Non-Executive Directors and Advisors to the Board
4. Company Secretary
5. Executive Assistant to Directors
6. Freedom to Speak Up Guardian
7. Complaints team

GENERAL INFORMATION

Information Technology

Employees are expected to develop the IT skills necessary to support the tasks included in their post. They will, therefore be required to undertake any necessary training to support this.

Health And Safety

The post holder is required to conform to the Trust's Policies on Health and Safety and Fire Prevention, and to attend related training sessions as required.

Safeguarding Vulnerable Adults & Children

Wye Valley NHS Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees, volunteers and contractors to share this commitment.

All staff have a duty to safeguard and promote the welfare of patients, their families and carers. This includes practitioners who do not have a specific role in relation to safeguarding children or adults, you have a duty to ensure you are:-

Familiar with the Trusts safeguarding policies. Attend appropriate training for safeguarding. Know who to contact if you have concerns about an adult or child's welfare.

Confidentiality

To maintain confidentiality at all times. In the course of their duties employees will have access to confidential material about patients, members of staff and other Health Service business. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and/or treatment of the patient. If there is any doubt whatsoever, as to the authority of a person or body asking for information of this nature, advice must be sought from a superior officer. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded as serious misconduct, which could result in serious disciplinary action being taken including dismissal.

Policies And Procedures

The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust, which the Trust may amend from time to time.

Infection Control

It is a requirement for all Trust staff to comply with all trust infection control policies and procedures. All Trust staff should ensure that they fulfill their responsibilities for infection prevention and control, that they provide leadership where appropriate in infection control matters and that they challenge poor infection control practice in their workplace. All staff should have infection control training at induction and annual infection control updates via the Department of Health e-learning package, via the local infection control CD-Rom training tool or by attendance at an annual Health and Safety refresher. All clinical staff will have annual infection control objectives set and these will be reviewed at appraisal.

No Smoking Policy

In recognition of the Trust's commitment to health promotion and its health and safety responsibility, the Trust has a no smoking policy that prevents all staff from smoking whilst on duty.

Equal Opportunities

The Trust is an Equal Opportunities employer and the post holder is expected to promote this in all aspects of his / her work. The Trust's duty is to ensure that no existing or potential employees receive less favourable treatment on the grounds of sex, sexual orientation, race, colour, nationality, ethnic origin, religion, marital status, age or disability, or are disadvantaged by conditions or requirements that cannot be shown to be justifiable. This also applies to patients – the Trust has a duty to ensure patients have the right to equal access, care and treatment. All employees are expected to comply with this policy.

Financial

To order and receipt goods in accordance with the Trust's financial framework.

Data Quality

The information that you record as part of your duties at the Trust must be 'fit for purpose', reliable and easily accessed by appropriate/authorised personnel. To achieve this standard the information must be: Accurate, Legible (if hand written), Recorded in a timely manner, Kept up-to-date, appropriately filed. All staff must monitor and take responsibility for data quality throughout the areas of the system used locally, all users maintain timely input, and ensuring that data is checked with the patient, and staff (in relation to their staff record), whenever possible, and to support initiatives to improve data quality.

N.B. Recorded information includes: patient information entered in case notes and entered on any computerised care records system, financial information, health and safety information e.g. incident reporting and investigation, personnel information recorded in personnel files etc. Failure to adhere to these principles will be regarded as a performance issue and will result in disciplinary action.

Records Management

All employees of the Trust are legally responsible for all records that they gather, create or use as part of their work within the Trust (including patient, financial, personnel and administrative), whether paper or computer based. All such records are considered public records and all employees have a legal duty of confidence to service users. Employees should consult their manager if they have any doubt as to the correct management of records with which they work.

Conduct

The post holder is an ambassador for the directorate and the Trust and his / her actions and conduct will be judged by service users as an indication of the quality of the service provided by the directorate and the Trust as a whole. The post holder will also comply by the NHS Core Values and the Constitution.

Other

This job description is not intended to be an exhaustive list of duties, but merely to highlight the current main responsibilities of the post. It may be reviewed from time to time in agreement with the post holder and the other members of the post holders line management team.

Please note that all A&C staff may be required to move to another dept/area within the Trust in order to meet service needs.

The Trust is committed to continuous improvement in managing environmental issues, including the proper management and monitoring of waste, the reduction of pollution and emissions, compliance with environmental legislation and environmental codes of practice, training for staff, and the monitoring of environmental performance.

SIGNATURES

Post holder's name:

Post Holder's signature:

Date

Manager's name:

Manager's signature:

Date

**SERVICE UNIT:
Person Specification**

JOB TITLE: EXECUTIVE ASSISTANT
BAND : BAND 5

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
EDUCATION AND QUALIFICATIONS		
Knowledge and skills to degree level or equivalent	✓	
Competent in all aspects of Microsoft Office		
Word Processing RSA III or NVQ Level 3 or equivalent practical experience of word processing	✓	
SKILLS, KNOWLEDGE AND ABILITIES		
React immediately to complex events and be decisive whilst under pressure.	✓	
Able to manage time critical and sensitive projects from initiation to completion	✓	
Able to provide an effective customer orientated response by phone face to face or in writing	✓	
Able to deal with customers who may be stressed, angry or upset	✓	
Knowledge of the NHS and its relationships with partner organisations.	✓ (for EA support to Medical Director)	✓
Able to design and create reports, spreadsheets and simple databases.	✓	
Able to design, implement, operate and maintain administration processes and systems to support the Executive Team	✓	
EXPERIENCE		
Significant experience of working at a senior level for an Executive Director or Board member within a large complex organisation.	✓	
React immediately to complex events and be decisive whilst under pressure.	✓	
Ability to gather, analyse and interpret data and information from both electronic and paper based sources		✓
Analyse issues or problems presented by others and to make sound judgements on the actions to be taken		✓

Structure and prioritise own workload to help ensure that the Executive Director priorities and deadlines are achieved.	✓	
Develop and maintain communication both written and verbal to all levels of staff, patients and the public about sensitive, complex or difficult issues	✓	
Develop and maintain relationships that facilitate the achievement of the Executive Directors priorities and objectives	✓	
Negotiate with colleagues, senior Trust staff and members of the public on day to day service issues and priorities	✓	
Develop personal performance based on an accurate understanding of existing levels of skills and knowledge	✓	
Take and transcribe formal minutes	✓	
Previous experience of working in an NHS environment	✓ (for EA support to Medical Director)	
Adjust hours for occasional evening work to meet Trust business requirements	✓	
PERSONAL ATTRIBUTES		
Calm under pressure	✓	
Professional	✓	
Time management skills	✓	
Personable	✓	
Influencing and negotiating skills	✓	
Excellent written and verbal communication skills	✓	
OTHER FACTORS		
Ability to fulfil the travel requirements of post	✓	