

## Job Description for Band 4 PA to Head of Service

### About us – team NHFT

As a **health and wellbeing organisation** here at **team NHFT** we are dedicated to continually **innovate** and **strive to make a difference** to our community and those working for our Trust, we aim to serve the people of Northamptonshire and surrounding areas with **safe, quality care**. We deliver this from an understanding of our local healthcare needs, economy, and the changing demands of our community.

**Our mission**, **making a difference for you, with you** was chosen by our staff and stakeholders. It means in everything we do and through every service we provide, we want to make a **positive difference in people's lives** – for **those we care for**, **those we work with** and **those who work with us**. **Everyone is part of our team**.

Our core strategy is to be an **employer of choice**, **a great place to work** and be known for a **diverse and inclusive culture** whose staff feel **valued**. We provide a range of NHS services including physical, mental health and specialty services provided in hospital settings and out in the community within schools, GP clinics and patients own homes.

Here at NHFT we pride ourselves on our 54321 roadmaps, pictured here which encompasses our **PRIDE values**, **leadership behaviours**, **teams**, **enablers**, and **our mission** all of which are driven by **our vision of 'being a leading provider of outstanding, compassionate care'**. We are extremely proud to say this has also been recognised by the Care Quality Commission (CQC) and our CQC rating of **Outstanding for team NHFT**.



## This role...

An exciting opportunity has arisen for a PA to provide direct support for the Head of Adult Inpatient Mental Health Services at Berrywood Hospital and the Welland Centre, St Mary's Hospital (work base will be Berrywood).

We are seeking an individual who is a team player, compassionate and flexible in their approach and able to use initiative and judgement to organize their own workload. The post holder will be required to take minutes at both clinical and non-clinical meetings on a weekly basis. As part of flexible working, you will be required to give support to delegated management staff. You will be required to manage multiple diaries and calendars, booking, and arranging appointments and meetings. Experience of using Microsoft packages, TRAC, ESR, E-Roster and SystmOne would be an advantage. The post-holder will be required to compile monthly data reports and otherwise as needed. The post will require you to be able to self-motivate when working alone.

You will be part of a dynamic and supportive team, benefiting from a comprehensive supervision and appraisal system, with a commitment to staff development.

## About you

Behaviours and Values	Knowledge and Experience
<ul style="list-style-type: none"> <li>• Able to deal with interruptions/queries from colleagues throughout the day</li> <li>• Work together as a team to deliver the best possible outcome for patients and colleagues</li> <li>• Take pride in your work and deliver to the highest standard</li> <li>• Demonstrate fairness and integrity in everything you do</li> <li>• Build positive working relationships across all levels of the Trust</li> <li>• Approachable and accessible to all colleagues</li> <li>• Ability to work in a flexible way and respond to change</li> <li>• Ability to work in a fast paced and challenging environment</li> <li>• Reliable and consistent in approach, demonstrating empathy and an open communication style with all team members, fostering this culture across the team</li> <li>• Focus on finding solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of providing administration and/or secretarial support (Essential)</li> <li>• Experience of writing and taking comprehensive minutes/notes (Essential)</li> <li>• Experience and proficiency in the use of Microsoft Office applications (Essential)</li> <li>• Educated to GCSE grade C or above (or equivalent) in literacy and numeracy (Essential)</li> <li>• NVQ in administration level 3 or equivalent (Essential)</li> <li>• Previous experience of working in the NHS (Desirable)</li> <li>• Previous experience using electronic clinic records (Desirable)</li> </ul>

<ul style="list-style-type: none"> <li>• Demonstrate dedication to delivery of the highest quality service</li> </ul>	
<b>Skills and Abilities</b>	
<ul style="list-style-type: none"> <li>• Excellent interpersonal skills (Essential)</li> <li>• Ability to organise and prioritise own workload (Essential)</li> <li>• Ability to work flexibly as part of a team (Essential)</li> <li>• Ability to deal sensitively with service users, carers, and colleagues</li> <li>• Flexibility and adaptability (Desirable)</li> <li>• Good time management skills</li> <li>• Ability to work under pressure and to work to deadlines (Essential)</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to maintain confidentiality and exercise judgement when dealing with sensitive issues</li> <li>• Good command and understanding of English, punctuation, and grammar (Essential)</li> <li>• Ability to concentrate where work pattern is unpredictable and there are frequent interruptions</li> <li>• Experience of supporting management</li> <li>• Ability to work with competing priorities (Essential)</li> <li>• Commitment to personal development</li> </ul>

## About the role – linking with our 4 Leadership Behaviours



### ENGAGING PEOPLE/WORKING TOGETHER

- Show compassion, care, and kindness
- Invite and listen to others' views
- Contribute and act positively
- Treat others with dignity and respect
- Value each other's contribution and diversity
- Work with others to make improvements
- Support each other to achieve goals
- Communicate clearly and concisely

#### We would not expect to see these behaviours from our people:

- Lack of explanation, involvement, or feedback
- Insular or inward focused
- Holding information back
- Shouting
- Reliance on email communication
- Being unkind, rude, or abusive

### BEING AUTHENTIC

We demonstrate fairness and integrity in everything we do

- Communicate openly and honestly
- Treat others fairly and consistently
- Respect confidentiality
- Ask for help when needed
- Admit if things go wrong
- Apologise if mistakes are made
- Work hard to do the best job possible
- Demonstrate empathy and humility

#### We would not expect to see these behaviours from our people:

- Focusing on problems
- Unwillingness to apologise
- 'Do as I say, not as I do'
- Inconsistent in approach
- Biased behavior

- Negative approach
- Failing to listen
- Silo-working

- Having own agenda
- Hiding mistakes
- Being dishonest
- Breaching confidentiality
- Settling for 'second-best'

## TAKING RESPONSIBILITY

We take pride in our work and deliver to the highest standard

- Provide the highest standards of service to patients and customers
- Take personal responsibility for own work and development
- Recognize others' good work, and say, 'well done' and 'thank you'
- Give and receive feedback, to help each other to improve
- Have the courage to acknowledge and learn from mistakes
- Act when improvement is needed
- Have a 'Can-do' approach

**We would not expect to see these behaviours from our people:**

- Ignoring feedback
- Using negative language or approach
- Belittling other achievements
- Feeling you have to be 'in control'
- Blaming others
- Avoiding conflict and challenge
- Hiding mistakes
- Turning a blind eye
- Leaving it to others to act

## EMBRACING CHANGE











We use our creativity and innovation to deliver change and continuous improvement

- Take a positive open approach to change
- Aspire to continuously improve
- Take an active role in improving quality
- Are creative and willing to share ideas
- Ask questions to improve understanding
- Challenge positively and focus on solutions
- Are flexible in their approach
- Demonstrate a willingness to develop

**We would not expect to see these behaviours from our people:**

- Constantly focusing on the negative
- Holding on to the status quo
- Believing your ideas are the only way forward
- Saying 'that won't work' straight away
- Not delegating
- Stifling creativity
- Unwilling to develop self or others

## Benefits

Salary 	Location of work 	Permanent/fixed term 								
<b>Band 4 - Range £25,147 - £27,596 pa, pro rata</b>  You will be paid on the 27 <sup>th</sup> of each month. If this date falls at a weekend, you will be paid on the Friday before this date.	<b>Berrywood Hospital</b>	<b>Permanent</b>								
Hours/pattern of work 	Annual leave and bank holiday entitlement 	 <b>Pension entitlement</b>								
<b>37.5 hours per week, Monday to Friday</b>	<table><tr><td>Length of service</td><td></td></tr><tr><td>On appointment</td><td>27 days + 8 days</td></tr><tr><td>After five years' service</td><td>29 days + 8 days</td></tr><tr><td>After ten years' service</td><td>33 days + 8 days</td></tr></table>	Length of service		On appointment	27 days + 8 days	After five years' service	29 days + 8 days	After ten years' service	33 days + 8 days	Details on the benefits of the NHS Pension Scheme can be found here:  <a href="https://www.nhsbsa.nhs.uk/nhs-pensions">https://www.nhsbsa.nhs.uk/nhs-pensions</a>
Length of service										
On appointment	27 days + 8 days									
After five years' service	29 days + 8 days									
After ten years' service	33 days + 8 days									
Health and Wellbeing  Because your health matters too	Learning and Development 	Equality and diversity 								
Our Occupational Health and Wellbeing team support our staff through many different channels. Whether you have a physical or emotional issue or want to take positive steps to improve your fitness, this team can help you. 	Our Learning and Development team provide effective and impactful learning solutions for our staff. Our experienced team of facilitators offer a wide range of opportunities from corporate induction, mandatory and role specific training, personal development, and leadership training.	We are committed to ensuring people are treated equally and fairly whether at work, during care or out in the community. Equality, diversity, and inclusion will always be a core focus and commitment for team NHFT. We have several staff networks to support this focus too. These networks are open to all our staff.								

Find out more about us at:

[www.bit.ly/24hoursinNHFT](http://www.bit.ly/24hoursinNHFT)

[www.nhft.nhs.uk](http://www.nhft.nhs.uk)

### **Confidentiality and Data Protection**

Any matters of a confidential nature, including patient and staff records, and any commercially sensitive information must, under no circumstances, be divulged or passed on to any unauthorised person or persons without a legal basis to do so. In accordance with the Data Protection Act 2018, if you are required to access personal data held in any format, you will be expected to adhere to the Trusts Information Governance Policies, copies of which are held on the staff intranet.

Any breach of confidentiality or data protection legislation will result in disciplinary action and may result in summary dismissal.

### **Infection Control**

The prevention and control of healthcare associated infections in service users, staff and visitors is taken seriously by the Trust. All staff employed by Northamptonshire Healthcare NHS Foundation Trust are required to adhere to the Trust infection control policies and procedures.

Employees must be aware of the importance of protecting themselves, service users and visitors and of maintaining a clean safe environment. Any breach in infection control practice, which places service users, other staff, or visitor at risk, may result in disciplinary action. Each staff member is responsible for ensuring they identify together with their manager, their infection control training needs in their PDP.

### **Health and Safety**

To carry out the duties placed on employees by the Health and Safety at Work Act 1974 i.e.

- I. To take reasonable care for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
- II. To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- III. Not to interfere with intentionally or recklessly or misuse anything provided in the interest of health, safety, or welfare in the pursuance of any relevant statutory provision.

**No Smoking**

To protect the health of employees, patients and visitors, Northamptonshire Healthcare NHS Foundation Trust operates a No Smoking Policy. Therefore, smoking is prohibited in all the Trust's buildings, grounds and all Trust-owned or leased vehicles.

**Equality and Diversity**

To ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work and the Trust Managing Diversity and Equal Opportunities in Employment Policy.

**Risk Management**

To have a commitment to identify and minimising risk, report all incidents and report to manager any risks, which need to be assessed.

**Safeguarding Adults and Children**

It is the duty of all staff working for the Trust.

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

**Professional Registration**

All qualified/ professional staff are required to adhere to the relevant Code of Practice (and other guidance issued by them). It is the responsibility of the individual concerned to keep professional registered and updated in accordance with the requirements of the relevant Code of Practice and to follow guidance issues by the professional body.

**Policies and Procedures**

The post holder is expected to comply with all relevant Trust policies, procedures, and guidelines. Any contravention of the Trust Policies or managerial instructions may result in disciplinary action being initiated.

**Review of Job Description/ Person Specification**

This is not an exhaustive list of duties and responsibilities but indicates the key responsibilities of the post. The post holder may be required to undertake other duties as may reasonably be required commensurate with the grade and/ or hours of work at the post holder's initial place of work or at any other of the Trust's establishment.

**NOTE:** This is a description of the job as it is at present constituted. It is the practice of this Trust regularly to examine employee's job descriptions and to up-date them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed.