

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB DETAILS

JOB TITLE: Personal Assistant – Forward Thinking Birmingham

BAND: 4

LOCATION: Printing House Street, some remote working

DEPARTMENT: Mental Health Services

HOURS OF WORK: 37.5

ON CALL/OUT OF HOURS: NO

ACCOUNTABLE TO: Designated members of Mental
Health Services Divisional Leadership Team

RESPONSIBLE TO: Office Manager and PA, FTB

DIRECTORATE: Mental Health Services

We know that organisations which have strong values and behaviors do well and that employees are engaged, happy and motivated in their work. We've worked closely with staff to develop and embed our values and we will continue to ensure that they underpin the way we care for our patients and each other.

Our mission:

To provide outstanding care and treatment, to share and spread new knowledge and practice, and to always be at the forefront of what is possible.

Our vision:

To be a world-leading team providing world-leading care.

Our goal:

To be the best place to work and be cared for, where research and innovation thrive, creating a global impact.

Our values:

- Ambitious
- Brave
- Compassionate

JOB PURPOSE

The post holder will be responsible for providing an effective and efficient administrative support service to designated members of Mental Health Services Divisional Leadership Team. As a key part of this, there will also be the requirement support specific Workforce Administration and the post holder will need to support the team's apprentice.

JOB INFORMATION

Established in 2016, Forward Thinking Birmingham (FTB) is a ground-breaking partnership which revolutionizes mental health services for 0-25-year olds.

Bringing together the expertise and commitment of Birmingham Women's and Children's NHS Foundation Trust (BWC), the Priory Group, Beacon UK and The Children's Society, FTB offers a wide range of mental health support options tailored to the needs of the young people, young adults and families it cares for and supports.

Through a single point of access for GPs, schools, local authorities, children, young people, young adults and families across our city, our service offers several things from flexible community and home-based support to in-patient and urgent care services.

CORE KEY RESPONSIBILITIES

PROFESSIONAL

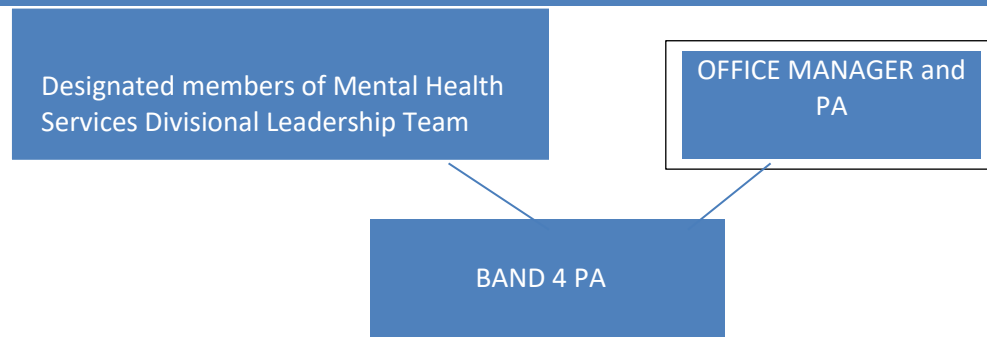
- Provide a comprehensive and confidential administration service to two identified and fixed members of the divisional leadership team, including the coordination of diaries, arranging meetings, minute taking and preparation of meeting papers, filing, correspondence and maintenance of shared electronic records.
- Ensure competent and accurate preparation of letters, reports, documents and presentations.
- Deal with Diverse and complex issues, acting on own initiative in problem solving and crisis resolution, ensuring that problems are resolved diplomatically.
- Proactively review workload and flag where conflict may arise.
- Work under minimum supervision, and at pace, assisting other members of administrative team, sharing workload and providing cover for leave or other absences where necessary. Provide supervision of and guidance to junior and temporary support staff.

- Maintain the highest standards of confidentiality when dealing with sensitive information including information relating to patients or staff.
- Prioritize own workload, resolving conflicting diary appointments. Exercise judgment when dealing with senior management or external contacts.
- Undertake other administrative tasks at the request of the Director of Mental Health Services and the Office Manager.
- Work alongside the Mental Health Services Administration Team, ensuring the highest standards of administration are established and maintained, identifying and implementing areas for improvement where required.
- Promotes the Trust's values and high-performance standards both individually and as a team, in the achievement of the Trust's objectives and priorities.
- Manage the team's apprentice, their annual leave and absences on ESR.
- Understand the Trust's key priorities and how these translate within the organization.
 - Communicate regularly through meetings with teams and individuals and provide opportunity for two-way feedback
- Ensure clarity and effectiveness in developing and designing tasks and projects.
- Promote an effective team ethos.
- Promote equality, diversity and rights, and treat others with dignity and respect ensuring services are developed, managed and delivered to meet the specific needs of those belonging to protected characteristics.
- Promote equality, diversity and Human Rights in working practices by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and contributing to developing equality of opportunity and outcomes in working practices.
- Contribute to developing and maintaining equality of opportunity in working practices by complying with legislation and organizational policies. Advise colleagues about equality, diversity and human rights policies and procedures and ensure they are followed.
- Ensure that colleagues are treated fairly. Behave in a non-discriminatory way and challenge any discriminatory behavior of others. Be supportive of colleagues or service users who wish to raise issues about discriminatory practice or experience.

SPECIFIC KEY RESPONSIBILITIES

This job description is an outline only and does not necessarily cover all aspects of the postholder's role. The post holder may be required to perform duties deemed reasonable and within the bounds of responsibility that do not refer directly to the job description.

ORGANISATIONAL CHART



COMMUNICATION AND WORKING RELATIONSHIPS

- The post holder will be required to communicate with other senior members of staff on behalf of the Designated members of Mental Health Services Divisional Leadership Team
- It will be essential to work closely with the Senior Leadership Team of Mental Health Services to support the prioritization and planning of the workload and ensuring the effective response to queries on behalf of the Divisional Leadership Team
- It is required that the post holder works closely with the office manager and other Personal and Executive Assistants across the Trust.
- Maintain the highest standards of confidentiality when dealing with sensitive information including information relating to patients or staff.
- Be the first point of contact, dealing with correspondence written and email, telephone calls in a timely and appropriate manner, ensuring confidentiality at all times.
- Respond to external individuals including members of the public.

ANALYTICAL AND JUDGEMENT RESPONSIBILITIES

- Take responsibility for ordering through the ORACLE and SBS systems, raising purchase orders, receipting of invoices/orders and ensuring suppliers are on SBS system. Maintaining levels of office stocks supplies, stationery and equipment through the NHS chain supply system and checking supply invoices and any adhoc invoices for meeting fees, service orders etc.
- Provide accurate analysis and produce appropriate documentation for any project work undertaken, operating to an agreed timescale.
- Prioritize own workload, resolving conflicting diary appointments. Exercise judgment when dealing with senior management or external contacts.

PLANNING AND ORGANISATIONAL SKILLS

- Planning and supporting where necessary with projects and events. Cover Workforce administration as and when cover is needed.
- Supporting meetings across the service when necessary. This will include Divisional Board meetings and taking actions and minutes when advised.
- Working in conjunction with the wider operational team and the Lead administrators based in the community Hubs and Printing Street

PERSON SPECIFICATION

JOB TITLE: Personal Assistant – Mental Health Division

BAND: 4

LOCATION: Birmingham Children's Hospital, Printing House Street.

QUALIFICATIONS	ESSENTIAL OR DESIREABLE	METHOD OF ASSESSMENT (A/I/T)
Undergraduate degree in a business-related topic or an equivalent level of experience/knowledge.	Desirable	A/I

KNOWLEDGE & NATURE OF EXPERIENCE	ESSENTIAL OR DESIREABLE	METHOD OF ASSESSMENT (A/I/T)
Knowledge of the full range of administrative and organizational policies and procedures acquired through training and relevant experience.	Essential	A/I
Demonstrable experience of successfully working with Directors.	Essential	A/I
Demonstrable experience of servicing and supporting senior committees	Essential	A/I
Demonstrable experience of successful project management.	Essential	A/I

ANALYTICAL AND JUDGEMENT SKILLS	ESSENTIAL OR DESIREABLE	METHOD OF ASSESSMENT (A/I/T)
Excellent communication skills, both verbal and non-verbal	Essential	A/I
Professional telephone manner.	Essential	A/I
Ability to communicate effectively with a wide range of professionals, agencies, colleagues and the public.	Essential	A/I
Ability to engage and work with a wide range of people from different organisations.	Essential	A/I
Accurate and efficient minute taking skills.	Essential	A/I
Ability to analyze and summarise complex information	Essential	A/I

PROFESSIONAL / SPECIALIST KNOWLEDGE	ESSENTIAL OR DESIREABLE	METHOD OF ASSESSMENT (A/I/T)
Ability to organize, prioritize, and deliver work to challenging deadlines.	Essential	A/I
Strong, effective organisational skills.	Essential	A/I

Plan and organize meetings/events/conferences, including organizing speakers.	Essential	A/I
Experience of planning and managing complex and, at times, conflicting priorities	Essential	A/I
Experience of planning and managing complex and, at times, conflicting priorities	Essential	A/I
Excellent, advanced IT skills, including a comprehensive knowledge of MS Office including Word, Excel, PowerPoint, Access and Outlook.	Essential	A/I
Excellent keyboard skills.	Essential	A/I
Requirement to sit, stand and walk.	Essential	A/I
Able to concentrate with an unpredictable work pattern owing to having to deal with unforeseen events.	Essential	A/I
PERSONAL SKILLS / ABILITIES AND ATTRIBUTES	ESSENTIAL OR DESIREABLE	METHOD OF ASSESSMENT (A/I/T)
Demonstrate alignment with the values and beliefs of the Trust.	Essential	A/I
Demonstrate an understanding of the practices of equality and inclusion in the delivery of this role	Essential	A/I
Team working and effective team player.	Essential	A/I
Punctual and flexible across hours of work when required.	Essential	A/I
Flexible and adaptable to changing situations.	Essential	A/I
Hardworking and enthusiastic with the willingness to develop skills and knowledge and harness new technology.	Essential	A/I
Ability to consistently demonstrate personal integrity and ability to deal with complex, sensitive and confidential information.	Essential	A/I

I understand and accept my accountabilities and responsibilities as outlined in this job description and person specification.

	Designation	Name	Signature
Post Holder			
Manager			

Date of JD/Person Specification