**Job Description & Person Specification**

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| Position: | NHS 111 Personal Assistant to the Managing Director and Deputy Managing Director | Division: | NHS 111 |
| Location: | Derby with occasional travel to other sites | Reporting to: | Managing Director DHU 111 |

Purpose of the Role

To provide a high level Personal Assistant service to the Managing Director and Deputy Managing Director – DHU 111.

The post holder will be an integral part of the Division and support the effective and efficient functioning of meeting, diary management and general PA duties.

Key Success Measures

To provide an efficient Personal Assistant/Secretarial service to the Managing Director and Deputy Managing Director.

Key Areas of Responsibility & Accountability

* To provide confidential support to the Managing Director and Deputy Managing Director as required.
* To provide effective and appropriate communication between the Managing Director and Deputy Managing Director with other parts of the organisation and external bodies.
* To ensure that all appropriate matters relating to the work of the Division are drawn to the attention of the Managing Director and Deputy Managing Director.
* To promote the corporate image of the Company in both its internal and external contacts.
* To meet and greet visitors to the DHU 111 Service on behalf of the Managing Director and Deputy Managing Director and to organise refreshments.
* To undertake line management of the Secretary to the Heads of Service.
* To effectively maintain the diary of the Managing Director and Deputy Managing Director ensuring that appropriate supporting documentation is provided relating to appointments/meetings.
* To screen and manage incoming and outgoing telephone calls for the Managing Director and Deputy Managing Director as required in a professional manner.
* To research, plan and arrange travel bookings as required.
* To ensure the Managing Director and Deputy Managing Director are well prepared for all meetings (travel arrangements & appropriate documentation, etc).
* To arrange, attend and record/minute meetings as required.
* To process correspondence and ensure all mail is effectively and efficiently managed in a timely professional manner, highlighting actions and filing accordingly.
* To prepare documents, briefing papers, reports and presentations as required in a timely manner.
* To carry out background research and present findings as appropriate.
* To deal with routine queries and requests and handle when appropriate.
* To devise and maintain office systems, including data management and filing.
* To manage internal and external meeting arrangements.
* To ensure meeting rooms are booked and set up in preparation for meetings and to organise/provide refreshments as required.
* To assist with organising external events.
* To support and assist with training new members of the team as and when required.
* To perform any other duties relevant to the role.
* Keeping our patients, the public and ourselves safe and well is part of every role in DHU. To maintain high levels of safety all staff are encouraged to openly report incidents and any risk identified in Datix or, where not possible to use Datix, to report through the Senior person on duty.

Person Specification

The job holder will have the relevant qualifications, experience and skills to excel in this job role, as further explained in the table below.

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| **Qualifications** | * Recognised PA/Secretarial/Word Processing qualification eg OSR/RSA 3 or equivalent * Computer literacy training/qualification, eg ECDL/CLAIT or equivalent * A good general level of education including GCSE English/Maths or equivalent, grade C or above |
| **Experience** | * Significant previous PA experience at senior level * Previous line management and supervisory experience * Demonstrable organisational skills * Competence in office system development & maintenance * Minute taking and production of meeting minutes * NHS working experience desirable * Competent internet user |
| **Skills and Knowledge** | * Highly organised and methodical with the ability to prioritise effectively * High level accuracy and attention to detail * Proficient IT literacy skills in Word, Excel, PowerPoint, etc * Prepared to participate in service development * Professional communication skills at all levels * Effective diary & time management * Efficient & effective administration skills |
| **Job Circumstances** | * Must be able to work flexibly & adjust working hours to suit role requirements on occasions * Able to travel to other locations when required |
| **Personal Qualities** | * Highly confidential and discreet * Professional and mature approach * Diplomatic and tactful * Proactive work ethic * Proven team player * Able to work autonomously * Commitment to continuing professional development * Upbeat and positive approach and effect * Resilient * Sense of humour |

Behavioral Skills

* Compassionate – We show kindness, consideration and understanding in everything we do – and demonstrate our caring nature to our patients, people and communities.
* Accomplished – We are available day and night – a responsive, adaptable, professional NHS partner, providing the best advice, care and treatment for every individual.
* Respectful – We recognise the value that individual and team differences bring – welcoming views, listening, being honest, and learning from others’ experiences.
* Encouraging – We believe everyone matters, so we inspire confidence in others – promoting ‘speaking-up’, fostering career-long learning and development, and supporting improvement ideas.

Health & Safety

The post holder is required to take responsibility for their own personal safety and that of other

persons who may be affected by his/her acts or omissions at work. The post holder is required to comply with DHU Health Care CIC’s Health & Safety Policy and Procedures.

Infection Prevention & Control

Infection Prevention & Control is pivotal in ensuring a safe & clean environment for both patients and staff.

IP&C is everyone’s responsibility and strict adherence to the IP&C policy is expected of ALL employees of the organisation”.

Safeguarding

DHU Health Care is committed to safeguarding and promoting the welfare of Adults, Children and Young People and expects all staff and volunteers to share this commitment.

Diversity

DHU believe our workforce should be as diverse as the range of services we offer, and the communities we serve. We are committed to valuing and encouraging diversity throughout our workforce, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.  As part of our mission, we are dedicated to eliminating discrimination.

Acknowledgment

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

***Please Note:*** *If you are unclear of any requirement in this document obtain clarification from your line manager.*

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| Signature of Post Holder: |  | Date: |  |
| Name: |  | | |