

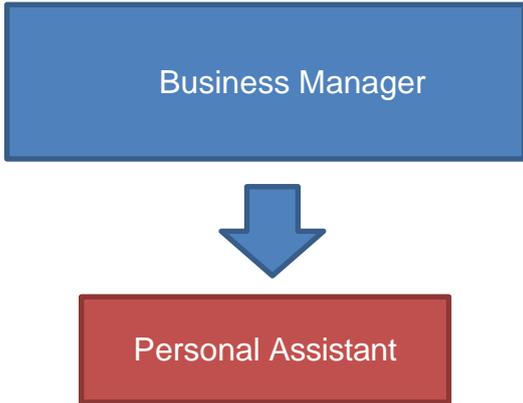


Job Description

Job Title	Personal Assistant to Director of Ambulance Operations
Band	AfC Band 5
Department/Directorate	Ambulance Operations
Location	Waterloo HQ, occasionally other Trust sites for external meetings
Reporting to	Business Manager

Job Purpose

- The post holder will provide a high level, professional and confidential Personal Assistant service to the Director and Deputy Director of Ambulance Operations covering all aspects of secretarial and administrative support to ensure the smooth running of the directorate and associated Executive Team.
- In the absence of other Executive PAs ensure an effective and efficient administration support is maintained to all other Ambulance Operations Directors when necessary.



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graph TD
    BM[Business Manager] --> PA[Personal Assistant]
  
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Key Result Areas & Performance Indicators

- Smooth, professional and efficient administration support to corporate office of the Director and Deputy Director of Ambulance Operations.
- As an ‘Ambassador’ for the Directors, promote and protect the reputation of the Executive and Trust at all times, reflected in internal and external stakeholder views.
- Effective and proactive support to the Directors in managing their workload, actions and priorities to ensure timely and good quality deliverables and achievement of personal and Trust objectives.
- Professional and personal development for oneself to maintain the appropriate skills necessary to carry out the role effectively.
- Flexibility with working hours is required to ensure PA cover is provided from 09.00-17.00. Changes to working hours are sometimes needed with little or no advanced warning.

Key Relationships & Stakeholders

Internal:

Directors, Executive PAs, Executive Assistant/Business Administration Manager; Trust Chief Executive and Chair, Business Support Manager; Non-executive directors. By the central nature of this role, the post-holder will liaise with staff at all levels across the organisation.

External:

Wide range of external stakeholders including but not exclusively: NHS Improvement / NHS England; Chief Executives of London NHS provider organisations; Chief Officers and Chairs of London's Clinical Commissioning Groups; Managing Directors of London's Commissioning Support Units; Chief Executives and Chairs of UK ambulance services; office of the Managing Director of the Association of Ambulance Chief Executives.

Key Responsibilities

Diary and Time Management

- To be responsible for managing and maintaining the smooth running of the Directors' diaries using independent judgment to prioritise work schedules in accordance with changing priorities and liaising and negotiating with all relevant parties in an efficient and effective manner.
- Effective management of the Directors' diaries providing sufficient time for the Director to undertake all elements of operational and strategic roles and providing relevant detail including documentation for meetings in advance. Act as 'gatekeeper' to the Directors' diary by prioritising meetings and professionally managing any resulting conflict with people who have legitimate demands on the Directors time. Ensure that the Directors have appropriate 'Protected Time' to allow space for other work to take place.
- To provide administrative support to the Directors' direct reports in terms of scheduling meetings, booking venues and requisitioning goods and services for the Directorate.
- Using internet/hard copy publications, research meeting venues, meeting locations, maps, driving instructions and travel information for external meetings. Ensure this information is given to the Directors in advance of any meetings.
- Ensure that the Directors' emails and actions are monitored daily bringing important items to their attention. Constantly filter, print and categorise emails highlighting where attention is needed from the Directors. Reply on the Directors behalf where appropriate or suggest a reply or action to the Directors. The post holder will often view sensitive and confidential information (for example, details of serious incidents – SIs or dismissal correspondence) and will be required to maintain high levels of confidentiality. The post holder may occasionally view material of a disturbing nature related to particular incidents.
- Plan ahead meticulously with great attention to detail keeping to all deadlines set. Maintain up to date 'to do' lists and prompt the Directors on unfinished tasks they are responsible for. Constantly monitor the Directors' diaries for any possible difficulties. Prioritise own and the Directors' work on a daily basis.
- Operate and maintain a bring-forward system to ensure daily meeting papers and reminders are given to the Directors in good time and that actions are followed up and closed down in a timely manner.

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Event and Meeting Management

- Act as first point of contact for the Directors' visitors, receiving and welcoming them. The post holder may be required to deal with people in difficult situations or people who become agitated maintaining a courteous professional manner at all times.
- Using advanced Microsoft Outlook features, arrange a large volume of meetings by consulting delegate availability, locating suitable venues and arranging refreshments. Circulate agenda and supporting papers in good time and take minutes at regular meetings as required.
- Organise frequent travel and accommodation arrangements for external meetings/conferences, locally, nationally and occasionally internationally.
- Organise and attend where appropriate regular directorate meetings and take notes as appropriate/requested by the director.

Administrative Support

- All incoming mail is dealt with or appropriately redirected and to forward any items requiring input from others that cannot be otherwise dealt with, giving clear deadlines or instructions as necessary to facilitate a speedy resolution and prioritisation.
- To act as a filter for all incoming calls using initiative on issues that can be dealt with personally and where appropriate redirecting to senior colleagues.
- Type meeting notes/briefings/correspondence to a high standard of accuracy and grammar using Microsoft Word and Excel. Draft appropriate correspondence on behalf of the Directors and proof read documents submitted for review. Create and compile complex presentations using Microsoft PowerPoint.
- Ensure hard copy/electronic copies are filed in the appropriate place in a timely fashion. Continuously review filing systems to ensure efficiency. Anticipate files needed by the Director and automatically locate for relevant meetings.
- Using internet/hard copy publications, research NHS and other publications required by the Director, sometimes at short notice.
- Support the Directors in completing the PDR process with their direct reports by providing timely reminders of deadlines, arranging necessary 121s and providing relevant supporting paperwork.
- Support the Directors in ensuring Directorate compliance with statutory mandatory training and PDR requirements.
- Undertake any other duties commensurate with the grade and in line with the requirement of this post.

Stakeholder Relationships

- Supervision for this role is minimal, with the post holder expected to take the initiative in ensuring all elements are carried out as required, liaising with other members of the Trust or external stakeholders as necessary.
- Attend relevant Trust events to keep abreast of developments within the organisation. Continually look for opportunities to develop professional and personal skills and effective stakeholder relationships.
- Maintain the PA and Directors' contact lists using Microsoft Outlook.

Resource Management

- Support the Directors in the administration associated with the implementation of corporate policies within their area.
- Process monthly expenses.
- Process annual leave and sickness/other absence electronic records for the Directors' direct reports.
- Order stationery, maintain efficient stock levels of all equipment, maintain office equipment and distribute twice daily postal deliveries.
- Prepare requisitions using electronic ordering system (Efin), process invoices and receipt goods on behalf of the Directors. Request production of cheques when required.

**This job description gives a general outline of the post and is not intended to be inflexible or a final list of duties. It may therefore be amended from time to time in consultation with the post holder.*

Infection Prevention & Control

All Trust employees, whether involved directly or indirectly in the provision of healthcare, have a duty to co-operate with and implement Trust policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in the provision of healthcare so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

Safeguarding

The London Ambulance Service NHS Trust is committed to safeguarding and promoting the welfare of children and young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the LAS Safeguarding Child and Adult at Risks Policies and Procedures.

Staff should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

Confidentiality

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

Risk

Accept personal responsibility for contributing to the Trust's management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the Trust.

As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the Trust, in accordance with Trust policy and training.

Identify and report actual or potential hazards/ risks in the work environment in accordance with Trust policies, and take immediate action to minimise risks where it is reasonably practicable to do so.

Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children.

Follow LAS policy on use of PPE (Personal Protective Equipment) e.g. Stab Vests, Hi- Visibility Clothing, Gloves, Visors etc.

Awareness of and compliance with Health and Safety Regulations.

Equality and Diversity

The Trust recognises the benefits of a diverse workforce reflective of the communities that we serve, and is committed to equal opportunities in employment with a devotion to eliminate all forms of unlawful discrimination. The Trust aims to promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff). All individuals have a duty to adhere to the Trust Equality and Diversity policy and an individual responsibility towards the application and understanding of the Equality Act 2010. Inequitable behaviour will not be tolerated and every person has a responsibility to highlight discriminatory practice.

Health and Safety at work

In addition to the Trust's responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to co-operate with your employer in the discharge of its statutory duties. You must adhere strictly to the Trust's policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices

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or damage to your manager promptly using the Trust's incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

Sustainability

As an anchor institution, LAS have social and environmental responsibilities to positively contribute to the community in ways beyond providing healthcare. To meet this commitment, the trust is working towards being net zero carbon by 2040 for our direct emissions and by 2045 for our indirect emissions through different interventions. Nevertheless, it is the responsibility of all staff to minimise their environmental impact by reducing and recycling waste, switching off lights and equipment when not in use, minimising water usage, travelling to work on a sustainable mode of transport and reporting faults promptly.

Disclosure and Barring Service (DBS)

If the post you are undertaking requires you to complete a DBS disclosure, this will be managed and processed in line with the DBS Policy and you will be required to sign up and maintain your subscription to the DBS Update Service.

Values and Behaviours

Caring

Kindness – be caring and compassionate, polite, welcoming, approachable
Positive – embrace change, be enthusiastic and optimistic, proactive
Empathetic – put myself in other people's shoes, consider other perspectives
Listening – hear others, be open, approachable, give others space to speak

Respect

Equity – be fair, embrace diversity, accept others for who they are
Inclusive – advocate for others, ask for input, seek out alternative views
Understanding – be interested in others' feelings, stories and backgrounds
Appreciative – offer descriptive praise, seek out feedback, value others

Teamwork

Supportive – offer help when you notice others need it, check in regularly
Collaborative – seek opportunities to work together, communicate, clarify
Professional – be accountable, responsible for my attitude, calm and reassuring
Integrity – be honest, share learnings, act in others' and LAS' best interests

Person Specification

Qualifications, Accreditations, Education		
	Essential	Evidence
Fast, accurate keyboard skills to RSA III or equivalent level of competency (advanced keyboard use)	√	A/I
Knowledge of full range of secretarial procedures, software programmes, specialized functional terms acquired through NVQ3, RSA3 or equivalent plus relevant practical experience	√	A/I
Advanced knowledge of Microsoft Office, including Word, Excel, Powerpoint, Outlook, and standard keyboard skills	√	A/I
Experience		
Demonstrable experience at senior level	√	A/I
Experience of servicing meetings, minute taking and follow-up administration	√	A/I
Experience of working in the NHS or a large organisation	√	A
Experience of dealing with sensitive/confidential information	√	A
Knowledge and Skills		
Excellent planning and organisational skills especially with regard to the prioritisation of work	√	A/I
Excellent communication and interpersonal skills	√	A/I
Excellent verbal and written communication skills with the ability to draft correspondence	√	A/I
Demonstrate ability to communicate clearly and concisely with a wide range of people at all levels.	√	A/I
Able to manage complex diary issues	√	A/I
Ability to analyse information received on behalf of the Directors for importance/urgency and act accordingly	√	A/I
Ability to understand the workload of the designated Directors and to provide support by timely anticipation of their requirements	√	A/I
Ability to draft documents and presentations	√	A/I
Personal Abilities		
Ability to deal with people in difficult situations where tact and a helpful manner are paramount.	√	A/I
Able to work without supervision and to prioritise own workload	√	A/I
Ability to prioritise workload and juggle demands	√	A/I
Able to work accurately and effectively under pressure and to tight deadlines	√	A/I
Excellent time management skills	√	A/I
Proven team worker	√	A
Aware of own strengths and development needs	√	A
Honesty, integrity and reliability	√	A/I
Ability to deal with difficult situations in a sympathetic and professional manner	√	A/I
Flexible, enthusiastic and committed	√	A/I

Key: A = Application I = Interview

Created: December 2023