

## JOB DESCRIPTION

### JOB DETAILS

JOB TITLE:	Senior Executive Assistant to Deputy CEO
JOB REFERENCE NUMBER:	98310
BAND:	6
WARD/DEPT.	Corporate
DIRECTORATE/LOCALITY:	Trust Management
ESSENTIAL QUALIFICATIONS:	Educated to degree level or demonstrable equivalent experience.  NVQ L4 business and administration

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## ORGANISATIONAL ARRANGEMENTS

ACCOUNTABLE TO:	Company Secretary
REPORTS TO:	Company Secretary/Head of the Chair and CEO's Office
MANAGER/SUPERVISOR TO:	The postholder will have management and supervision responsibilities for the team of B5 and B4 staff in the Trust Secretariat. There are no clinical supervision duties applicable to the post.

## **ROLE SUMMARY**

The post holder will provide professional, comprehensive and high-quality senior executive assistant and administrative support to the Deputy Chief Executive Officer and their senior team. The postholder will also manage the team of B5 and B4 Executive Assistants and Personal Assistants within the Trust Management team, ensuring that the team functions effectively and efficiently. This postholder will act as the first point of contact for, and liaise with, both internal and external stakeholders. The postholder will be required to function in a very fast-paced and highly pressurised environment, dealing with multiple competing priorities and offering maximum flexibility. They will also be required to deal with sensitive and complex complaints and enquiries submitted directly to the Deputy CEO, this includes supporting the sign off of Freedom of Information responses, complaints and condolence correspondence.

The postholder will be responsible for providing proactive, efficient and effective diary and inbox management for the Deputy CEO; arranging meetings and events; managing Committee/Board level meetings, in particular, servicing the People and Culture Committee; and collating documents and correspondence to ensure that the Deputy CEO is fully prepared and informed for all engagements.

It requires working closely with colleagues across the directorate to facilitate effective working; administrative oversight and collation of core Trust papers as required. The postholder may be required to support the Executive with emergency planning and business continuity as required, such as managing on call rotas, and to act as a Loggist.

They will also be required to competently administer a range of Trust systems including inputting into Oracle, e-expenses, ESR on behalf of the Executive and Trust Secretariat (while abiding by Information Governance and IT Security requirements).

The post will be required to work on site with the Deputy CEO, although there is some flexibility to work remotely when the Deputy CEO is not on site.

## **DUTIES AND RESPONSIBILITIES**

### **Key Working Relationships**

#### **Key relationships include but are not limited to:**

- Deputy Chief Executive Officer/ CEO/ Chair / Lay Members / Executive Directors / Senior Trust Leaders
- Directorate Senior Management Team
- ICS Boards, Local Commissioning Committees and Assurance Groups
- Corporate Teams
- Senior colleagues across the Trust
- Department of Health
- NHS England
- Norfolk and Suffolk County Councils
- MPs, and Councillors
- Partner provider and organisations and ICBs
- Voluntary Sector organisations

- Other local NHS organisations
- Service users, carers and members of the public

## **Key Responsibilities**

### **1. Stakeholder Management**

- Serve as the first port of call for enquiries where they would otherwise have been addressed to the Deputy Chief Executive Officer, clarifying highly complex enquiries, handling difficult stakeholders, and receiving and managing sensitive information with the utmost discretion.
- Respond to enquiries in an efficient, effective, and courteous way.
- Filter and prioritise incoming issues, ensuring appropriate escalation and informed and timely response.
- Maintain confidentiality and sensitivity at all times whilst ensuring excellent flow of complex information.
- Exercise initiative and sound judgement when communicating with stakeholders outside the organisation, dealing personally with specific enquiries as appropriate and directing others within the organisation where necessary.
- Ensure accurate and open communication and coordination with a range of organisations and individuals, drafting correspondence and ensuring the oversight of specific tasks on behalf of the Deputy CEO.
- Assist the Deputy CEO in communicating deliberations and decisions effectively.
- Proactively manage the Deputy CEO's diary to secure time for internal and external stakeholder meetings.
- Work collaboratively with colleagues during periods of absence or peaks in workload to ensure the smooth running of the Executive Trust Secretariat, including providing cover for other EAs where required.
- Provide line management and supervision for the B4 and B5 PA and EA Trust Secretariat team (4 staff) to ensure that the Executive Management Team has an effective administration service, offering high quality, efficient and coordinated support.
- Build effective working relationships with other EAs across the Trust and partner organisations.

### **2. Diary Management**

- Proactively manage the deputy CEO's electronic diary, planning and coordinating all meetings, conferences and events and taking high levels of initiative to ensure their time is used effectively.
- Provide timely and efficient travel arrangements for the Deputy CEO.
- Take all necessary action in order that the Deputy CEO is aware of appointments and changes and imminent deadlines.
- Ensure frequent diary review meetings are in place with the Deputy CEO to forward plan diary.

### **3. Inbox Management**

- Deal with all the Deputy CEO's incoming correspondence both electronic and paper-based, responding or redirecting as appropriate, and ensuring that any urgent or

important business is brought to the attention of the Deputy CEO in a timely manner.

#### **4. Meeting Management**

- Prepare agendas and take clear and concise minutes at Executive Director level meetings chaired by the Deputy CEO, producing these to a high standard in a timely manner maintaining a full understanding of the context of the meeting.
- Provide coordination of and participate in relevant meetings, checking and reporting attendance in order to maintain quorum and providing information advice and support where requested.
- Ensure all papers are available for all meetings, chasing up in advance where not received, producing/assessing location maps and managing a bring-forward system.
- Communicate details of meetings or events to attendees, liaise with speakers, and secure venues and catering as appropriate.
- Ensure meeting rooms are adequately set up and tidy and that resources such as audio/visual presentation aids are readily available.
- Monitor follow up and actions to timescale.

#### **5. Financial Management**

- Support the Deputy CEO in managing their budget by raising and following up queries, coding invoices and signing off invoices within the Scheme of Delegation.
- Review travel and mileage expense claims for authorisation by the Deputy CEO.
- Continually strive for delivering function outcomes, value for money and greater efficiency.

#### **6. People Management**

- Take an oversight, supervision, and coordination role in relation to administrators within the Trust Secretariat as required.
- Participate in the recruitment of administrative/support staff as required.

#### **7. Policy and Service Development**

- Comply with and promote the Equal Opportunities policy and avoid behaviour that discriminates against colleagues, potential employees, patients, or clients on the grounds of gender, marital status, sexual orientation, age, race, colour, nationality, ethnic or national origin, political opinion, or disability.
- Comply with all relevant corporate governance requirements, employment legislation and standards of business conduct.
- Handle in a confidential manner all materials and information processed and adhere to policies and legislation regarding data and information security.
- Take reasonable care and be aware of own responsibilities under the Health and Safety at Work Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for staff and visitors to the Trust. This includes cooperating with management in complying with health and safety obligations to maintain a safe environment and by reporting promptly any defects, risks or potential hazards.
- Follow the policies and procedures which apply to them as part of their employment.
- Contribute to the review and development of existing information management

systems and contribute to the development of an integrated approach to project management.

## **8. General**

- Project a positive image of Norfolk and Suffolk Foundation Trust in all dealings, always taking account of the political and personal sensitivity and often confidential nature if the work involved.
- Ensure effective communication within and between teams and participate in meetings and team briefings.
- Engage with line manager in regular appraisals and performance reviews against agreed objectives, actively identifying own development needs and committing to a personal development plan based on continuous learning.
- Maintain personal professional competency and appropriate development.

## Specific duties

### Trust values and behaviours

Our values are positive, respectfully and together. Everything we do for our service users, their loved ones and our colleagues must meet these values. They were first created by 1,300 staff members, service users and carers all working together, and reflect what we all believe makes a difference to the care we offer and to the way we work with one another.

## Our values... Our behaviours... Our future

Working together for better mental health...

### Positively...



#### Be proactive...

Look for solutions, think creatively and focus on what we can do

#### Take pride...

Always do our best

#### Take responsibility...

Plan ahead, be realistic and do what we say we will

#### Support people to set and achieve goals...

And be the best they can

#### Recognise people...

Their efforts and achievements, and say thank you



Working together  
for better mental health

### Respectfully...



#### Value everyone...

Acknowledge people's unique experiences, skills and contribution

#### Step into other people's shoes...

Notice what's actually happening

#### Take time to care...

Be welcoming, friendly and support others

#### Be professional...

Respect people's time and be aware of our impact

#### Be effective...

Focus on the purpose and keep it as simple as possible

### Together...



#### Involve people...

Make connections and learn from each other

#### Share...

Knowledge, information and learning

#### Keep people updated...

With timely, open and honest communication

#### Have two-way conversations...

Listen and respond

#### Speak up...

Seek, welcome and give feedback

[nsft.nhs.uk](https://www.nsfth.nhs.uk)

By demonstrating our three signature behaviours and 'living our values' we will develop our Trust, our people, and continue to improve the quality of everything we do.

- Value everyone
- Take time to care
- Step into other people's shoes

### REGISTERED HEALTH PROFESSIONAL

All staff that are members of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure that they are familiar with and adhere to these requirements.

### SUPERVISORY RESPONSIBILITIES

The postholder will have management and supervision responsibilities for the team of B5 and B4 staff in the Trust Secretariat. There are no clinical supervision duties applicable to the post.

### Equality and Diversity

We live our values. We work positively, respectfully and together with all our colleagues. We understand, appreciate and follow our Equality Policy in line with the Equality Act. We do not discriminate on the grounds of: age, disability, gender re- assignment, marriage and civil partnership (unless eliminating unlawful discrimination), pregnancy and maternity, race – this includes ethnic or national origins, colour or nationality - religion or belief – this includes lack of belief, sex, sexual orientation

We recognise the importance of people's rights and act in accordance with legislation, policies and procedures because we know that:

- acknowledges and recognises people's expressed beliefs, preferences and choices
- respects diversity
- values people as individuals
- promotes equality through our work
- takes into account our own behaviour and its effect on others

## **RISK MANAGEMENT / HEALTH AND SAFETY**

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures as laid down by the Trust. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.

## **FLEXIBILITY**

You are expected to be flexible in the duties you carry out and the Trust reserves the right to vary your duties from time to time in line with service needs and as commensurate with your Pay Band. You may, therefore, be required, during the course of your employment, to work in a different location and/or to carry out alternative duties consistent with your status, role, knowledge and experience, taking account of any professional registration and/or qualification requirements, and which are commensurate with your Pay Band; this may include a temporary or longer term transfer to work within a different Locality or Service. Arrangements under your Terms and Conditions of Service and Trust policies will apply.

## **RECORDS MANAGEMENT**

The post holder has responsibility for timely and accurate record keeping where appropriate and in line with professional guidelines.

The post holder has responsibility for the creation, maintenance and storage of records in accordance with Trust policy, including email documents and regarding the Data Protection Act, The Freedom of Information Act and other relevant statutory requirements. Training will be provided in appropriate information management for the post.

## **INFORMATION TECHNOLOGY**

The post holder is expected to have a reasonable level of competence and confidence in using IT systems (e.g. Outlook, Word, clinical or other record systems) relevant to the role.

## **SUSTAINABILITY**

Carbon reduction and sustainable development are issues that impact on the lives of everyone and it is expected that all staff will commit to the principles of carbon reducing behaviours and sustainable

development to ensure that resources are used efficiently, our carbon footprint is reduced and health services continue to improve.

**SAFEGUARDING**

**Non-Clinical**

The NSFT expects that all staff will maintain statutory and local compliance to competency-based training in relation to Safeguarding Children and Adults as outlined in Children Act 1989/2004, Working Together to Safeguard and Promote the Welfare of Vulnerable Children 2010 and No Secrets 2002.

**WORKING WITH FAMILIES OF SERVICE USERS**

Ensure that (practitioners / clinicians etc.) when working with service users consider the effects and impact of their mental health and risk behaviours on their families, and provide appropriate support, advice and education for all family members. The needs of children and young people within the household/family should be given special consideration in line with Social Care Institute for Excellence’s guidance “Think Child, Think Parent, Think Family” and must always be the priority for NSFT staff across all roles and services.

**CONFIDENTIALITY**

The post holder is required to maintain confidentiality of information in accordance with professional and Trust policy. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of their duties.

This job description is an outline and account of the main duties required to carry out the post. It will be reviewed periodically to reflect changes and developments in service requirements. The post holder is advised that they have a responsibility to ensure they are familiar with their Terms and Conditions of Service detailed in the Contract of Employment.

**INFECTION PREVENTION**

NSFT expects all staff to act in accordance with statutory requirements regarding infection prevention as outlined in the Health & Social Care Act 2008, Code of Practice on the prevention and control of infection 2015. NSFT staff are responsible for protecting themselves and others against infection risks and complying with infection control policies and procedures.

Signed:.....Manager

Signed:.....Post Holder



## PERSON SPECIFICATION

The person specification should set out the qualifications, experience, skills and knowledge, personal attributes, interests and other attributes necessary for the post holder to perform the job to a satisfactory level.

### Senior Executive Assistant to Deputy CEO

	<b>ESSENTIAL</b>  <b>Without which the post holder could not be appointed</b>	<b>DESIRABLE</b>  <b>Extra qualities that can be used to choose between candidates with all essential criteria</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	Educated to degree level or demonstrable equivalent experience.  NVQ L4 business and administration		<b>Certificates</b>
<b>EXPERIENCE</b>	Experience of administering Board level committees, including agenda setting, Board pack paper preparation and minute taking  Experience in communications and stakeholder management  Comprehensive knowledge of project management and/or health information systems development  Excellent knowledge and demonstrable application of Word, Excel, PowerPoint and full Microsoft suite of applications  Previous experience of working in the NHS or public sector  Good understanding of health and social care	NHS Experience  Experience of working within or alongside a mental health service provider  Training or experience in project management, financial management or supporting change management processes.  Experience and understanding of evaluating and measuring the performance of health services.	<b>Application Form / Interview / References</b>

	environment and roles and responsibilities within it.		
<b>SKILLS</b>	<p>Excellent written communication skills, committee minute drafting, report writing and presentation skills.</p> <p>Effective project and programme management</p> <p>Ability to communicate effectively when dealing with complex matters and difficult situations, requiring persuasion and influence.</p> <p>Skills for nurturing key relationships and maintaining networks.</p> <p>Ability to manage competing priorities, working effectively and efficiently.</p> <p>Excellent judgement and political awareness.</p>	<p>Ability to work under intense pressure to very tight timescales.</p> <p>Skills for project management Previous experience in project management and planning</p>	<b>Application Form / Interview / References</b>
<b>KNOWLEDGE</b>	<p>Working knowledge of Microsoft Office with intermediate keyboard skills.</p> <p>Ability to engender trust and confidence and demonstrate integrity in the provision of advice and support.</p> <p>Understanding of and commitment to equality of opportunity and good working relationships.</p>		<b>Application Form / Interview / References</b>
<b>OTHER (Please specify)</b>	Ability to work on own initiative and organise own workload without		<b>Application Form / Interview / Document Check</b>

	<p>supervision working to tight and often changing timescales.</p> <p>An ability to maintain confidentiality and trust.</p> <p>Used to working in a busy environment.</p> <p>Adaptability, flexibility and ability to cope with uncertainty and change.</p> <p>Commitment to continuing professional development.</p> <p>Professional calm and efficient manner.</p> <p>Demonstrate a strong desire to improve performance and make a difference by focusing on goals.</p>		
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VALUES (APPLICABLE TO ALL POSTS)	Positively...	Respectfully...	Together...	METHOD OF ASSESSMENT
	Look for solutions, think creatively and focus on what we can do	Acknowledge people's unique experiences, skills and contribution	Make connections and learn from each other	Application and Interview
	<p>Take pride...</p> <p>Always do our best</p>	<p>Step into other people's shoes...</p> <p>Notice what's actually happening</p>	<p>Share...</p> <p>Knowledge, information and learning</p>	
	<p>Take responsibility...</p> <p>Plan ahead, be realistic and do what we say we will</p>	<p>Take time to care...</p> <p>Be welcoming, friendly and support others</p>	<p>Keep people updated...</p> <p>With timely, open and honest communication</p>	

	<p>Support people to set and achieve goals...</p> <p>And be the best they can</p>	<p>Be professional...</p> <p>Respect people's time and be aware of our impact</p>	<p>Have two-way conversations...</p> <p>Listen and respond</p>	
	<p>Recognise people...</p> <p>Their efforts and achievements, and say thank you</p>	<p>Be effective...</p> <p>Focus on the purpose and keep it as simple as possible</p>	<p>Speak up...</p> <p>Seek, welcome and give feedback</p>	

## FURTHER INFORMATION

Please enter here details of frequency and intensity of each element

### Element

(e.g. mental effort)	Details of frequency and intensity
<b>Working conditions</b>	
Inclement weather	
Extreme Temperatures	
Unpleasant smells	
Noxious Fumes	
Excessive noise/vibration	
Continuous use of VDU equipment	Mon 9-5
Unpleasant substances	
Infectious material	
Body Fluids, Faeces/Vomit	
Dust/Dirt	
Humidity	
Contaminated equipment/work area	
Driving/Being Driven (normal conditions)	Across Norfolk and Suffolk vaies according to demand
Driving/Being Driven (emergency conditions)	
Fleas/Lice/Infestation	
Dangerous Chemicals – Substances in containers	
Dangerous Chemicals – Substances (uncontained)	
Exposure to verbal aggression	
Exposure to physical aggression	

<b>Physical effort</b>	
Working in uncomfortable conditions	
Working in physically cramped conditions	
Making repetitive movements	VDU use daily
Lifting weights/equipment without mechanical aid	
Climbing or crawling	
Manipulating objects	
Manual Digging	
Running	
Standing/sitting with limited scope for movement	
Kneeling, crouching, twisting, bending, stretching	
Walking for long periods	
Heavy duty cleaning	
Pushing/pulling trolleys or similar equipment	
Working at heights	
Controlled restraint i.e. in post requiring training/certification	

<b>Emotional effort</b>	
Processing (e.g. typing/transmitting) news of highly distressing events	Several times per week - Writing complaint responses, reports with incident data etc
Giving unwelcome news to patients / clients / carers / staff	Frequent – often weekly, when dealing with governors, staff, service users and carers representatives. Dealing with complaints
Caring for the terminally ill	Frequent, at least several times a week, dealing with governors, service users and carers, managing team, public meetings such as Board and CoG, interaction with stakeholders, membership, complainants
Dealing with difficult situations/circumstances	
Designated to provide emotional support to front line staff	
Communicating life-changing events	
Dealing with people with challenging behaviour	Frequent - Dealing with service users and carers, complainants, governors and/or staff
Attending scenes of accidents	

<b>Mental effort</b>	
Carry out formal student/trainee assessments	May manage apprentices
Carry out clinical/social care interventions	
Analyse statistics	Several times a week analysing data and reports
Operate equipment/machinery	
Give evidence in court/tribunal/formal hearings	Occasionally when required
Attending meetings (if yes, describe role in "Further Information")	Yes daily. Weekly attending public meetings, external meetings with stakeholders, and organising/managing meetings
Carry out screening tests/microscope work	
Prepare detailed reports	Daily preparing reports, often for public meetings and for wide range of internal and external stakeholders
Check documents	Editing and proofing of documents
Drive a vehicle	Yes – driving to meetings several times a week
Perform calculations	Budget holder
Make clinical diagnoses	
Carry out non-clinical fault finding	Daily when checking reports and minutes, particularly board and CoG papers

<b>Freedom to act</b>	
Does the post holder generally work without close supervision	Yes
Does the post holder work without direct access to a manager	Often
Does the post holder work without access to a manager by telephone	
Is the post holder the lead specialist in their field	Company Secretary

**How often on average does the post holder give guidance and advice to others?**

Daily:	<input type="text" value="Y"/>	Weekly:	<input type="text"/>
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Other frequency (please comment)

**How often is the post holder’s work checked/monitored/assessed?**

Daily:	<input type="text" value="Y"/>	Weekly:	<input type="text"/>
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Other frequency (please comment)

**Manager responsible for completion of this document**

**Name:**

**Member of Staff to whom this document relates:**

**Date Completed:**

**Review Date:**


**DISTRIBUTION:** One copy to member of staff, one copy to personal file.  
**Please ensure Job Description is agreed and signed by both manager and employee**