



North East Ambulance Service NHS Foundation Trust

Role Description

Job Title:	Communications Administrative Assistant
Pay Grade:	Band 3 Agenda for Change (pending job evaluation)
Accountability:	Communications Manager
Directorate:	People and Development
Date:	January 2024
JE Reference No:	

Job Summary

The communications team operates in a busy working environment, advising a range of internal departments within the Trust on communications strategy and serving a wide range of audiences across North East England that include patients, staff, national and local media, MPs, local authorities and other NHS organisations.

The department is responsible for a variety of internal and external communications including patient, staff and corporate publications; maintaining, developing and updating the Trust website, intranet, social media platforms; handling media enquiries and providing information for MPs and Ministers.

The post holder will provide an essential role supporting the wider team with general administration of the team's key systems including contact databases and photo library, support event coordination, schedule social media, inbox management, update template reports on team activities and raise requisitions, amongst other administrative duties.

The role will also support joint projects between the communications team and the staff experience team, such as staff awards and conferences.

1. Key Result Areas

- 1.1. Provide a full range of office support services including but not limited to: maintaining systems for stakeholder and photography databases, schedule social media, inbox management, update template reports.
- 1.2. Be responsible for the department's electronic filing systems and stock



management.

- 1.3. Raise purchase orders, receive and process invoices and forward to finance department for payment.
- 1.4. Act as a point of contact for the administration in relation to the Trust documents including uploading and archiving documents as advised.
- 1.5. Exercise initiative in organising and assisting with the workflow of the team by bringing urgent matters/correspondence to colleagues' attention, drafting responses, filtering incoming enquiries, ensuring that action is taken as appropriate.
- 1.6. Undertake other duties as delegated by the Communications Team.
- 1.7. Maintain confidentiality and adhere to Trust policies and procedures.
- 1.8. Act as a point of contact for the department.
- 1.9. Act as Trust 'Loggist', undergoing the necessary training and emergency planning exercises as required, in support of the departments resilience capabilities.
- 1.10. Maintain effective information and records management systems that will support the efficient conduct of all of the team's activities and facilitate best working practices with the rest of the organisation.
- 2.1 To undertake all duties in such a way as to enhance and promote the positive reputation of the Trust.

2. Key Working Relationships

Internal

- Assistant Director of Communications
- Communications Manager
- Communications team
- Staff experience team
- All levels of staff in the Trust

External

- a. Press and media
- b. Local authority committees and councillors
- c. Members of Parliament
- d. Managers and directors of Foundation Trusts; commissioning bodies; NHS Commissioning Board; Department of Health
- e. External providers and supplies of services to the Trust
- f. Design, print and photography agencies

Accountability

Directly accountable to the Communications Manager.

Other Duties



The above is only an outline of the tasks, responsibilities and outcomes required of the role. The post holder will carry out any other duties as may reasonably be required by their line manager.

Confidentiality

The post holder will be expected to maintain the complete confidentiality of all material and information to which they have access and process.

Equality and Diversity

Ensure compliance with equality and diversity legislation and display active commitment to the need to ensure equality of opportunity and the benefits of diversity.

When in contact with colleagues, patients, visitors, volunteers, contractors and people from other organisations, ensure that they are treated with respect and consideration and their dignity is maintained

Infection Control

It is your responsibility to adhere to infection control policies in order to promote cleanliness and reduce infections. Hand hygiene must be undertaken correctly to prevent the spread of infection. Personal protective equipment must be used in accordance with NEAS policy. You must contribute to the cleanliness of the work environment and keep it “clutter free” and tidy. You must also attend all mandatory training and updates to ensure you receive training appropriate to your role.

Data Protection

The post holder must, if required to do so, process records or information in a fair and lawful way. They must hold and use data only for the specified, registered purposes for which it was obtained and disclose data only to authorised persons or organisations.

Corporate Governance

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation, standards of business conduct, codes of openness and accountability.

Equal Opportunities

The post holder must comply with and promote Equal Opportunities and accordingly must avoid any behaviour which discriminates against colleagues, potential employees, patients or clients on the grounds of sex, marital status, sexual orientation, age, race, colour, nationality, ethnic or national origin, religion, political opinion, trade union membership or disability.

Health and Safety

Under the Health and Safety at Work Act (1974), it is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts at work. This includes co-operating with the organisation and colleagues in



complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly any defects, risks or potential hazards.

Flexibility

The Trust is currently working in a climate of great change within the NHS. It is therefore expected that all staff will develop flexible working practices to be able to meet the challenges and opportunities of working within the new NHS.

Risk Management

Support the implementation of the Trust's Risk Management Strategy. Help the Trust meet its risk management obligations by being aware of hazards and risks within their work environment and working with the Risk Officers for the reduction and removal of unacceptable risks. To advise on the inclusion of business and financial risk within the appointed risk appetite framework for inclusion on the overall Trust Risk Register as appropriate.

Safeguarding

Safeguarding is everyone's responsibility. It remains the responsibility of every NHS organisation and each individual healthcare professional working in the NHS to ensure that the principles and duties of safeguarding adults and children are holistically, consistently and conscientiously applied with the needs of adults at risk of abuse or neglect at the heart of all that we do.

All staff must ensure compliance with Safeguarding Children and Adults Policies and multi-agency procedures in accordance with the legislative requirements of Safeguarding Children and Safeguarding Adults Boards across the region.

Duty of Candour

All staff working within NEAS have responsibility to adhere to our organisation's policies and procedures around duty of candour, regardless of seniority or permanency. Duty of Candour is a legal duty placed on NHS bodies, which came into force in November 2014. Duty of Candour is everyone's responsibility, it is about being open and honest with people who use our services when things go wrong; NEAS embraces the ethos of Duty of Candour and this is demonstrated through acknowledging, apologising and explaining when things go wrong. All staff working within NEAS have responsibility to adhere to our organisation's policies and procedures around duty of candour, regardless of seniority or permanency.

NEAS promotes at all levels an open and transparent approach with service users about their care and treatment, including when it goes wrong, this is an integral part of our culture of safety to support organisational and personal learning.



space where the hands or fingertips may not be completely visible at all times.

Personal

This job description outlines the duties as currently required but may be amended to reflect future developments in the service and the impact of new technology on the role. Appropriate training will be provided to support essential additional skills required.

We take pride in knowing everyone that works within the Trust contributes to Our Vision to provide ‘Unmatched quality of care, every time we touch lives’. We also want people to join us who can display outstanding behaviours which uphold our Organisational Values:

- ✓ Compassion
- ✓ Accountable and Responsible
- ✓ Respect
- ✓ Excellence and Innovation
- ✓ Proud to make a difference

Agreed and Approved:	
Job	
Holder’s Signature	Date
Line Manager’s	
Signature	Date



PERSON SPECIFICATION

JOB TITLE: Communications Administrative Assistant

DIRECTORATE: People and Development

	ESSENTIAL	DESIRABLE
EDUCATION, QUALIFICATIONS AND TRAINING	Educated to A-level or equivalent with a minimum of 2 A-levels and 5 GCSE's (including Mathematics and English)	
KEY SKILLS, KNOWLEDGE AND APTITUDE	<p>Proven computer literacy in the use of business/office software packages; specifically, MS Excel, MS Word, MS PowerPoint</p> <p>Good organisational skills including calendar management</p> <p>Strong interpersonal, presentation and communication skills for the purpose of writing to and speaking with executives, directors and governors</p> <p>Able to use the internet and email systems</p>	Experience of working with the public or within the NHS is highly desirable
EXPERIENCE	<p>Significant experience of undertaking administrative functions with minimum supervision</p> <p>Experience of planning activities to meet deadlines</p> <p>Experience of planning and coordinating meetings effectively</p> <p>Experience of working with different staff groups and other agencies</p> <p>Experience of setting up and maintaining databases</p> <p>Ability to record meetings through accurate minutes</p>	<p>Knowledge of governance arrangements within a Foundation Trust</p> <p>Experience of servicing executive-level meetings</p> <p>General knowledge of the NHS</p> <p>Experience of working in the area of policy management and/or Freedom of Information</p>
DISPOSITION / PERSONAL	<p>Highly motivated and enthusiastic</p> <p>Professional approach and image</p> <p>Ability to maintain the confidentiality</p>	



<p>ATTRIBUTES</p>	<p>and security of information</p> <p>Ability to exercise tact and diplomacy at all times</p> <p>Ability to work with people at all levels of the organisation</p> <p>Self-reliant</p> <p>Comfortable working to tight deadlines</p> <p>Thrives on change and the scope to develop new ideas</p> <p>Ability to multi-task, prioritise and manage workload within time constraints</p> <p>Ability to learn and assimilate information quickly</p> <p>Must be a team player</p> <p>Methodical approach to work with excellent attention to detail</p> <p>Pleasant telephone manner</p>	
<p>SPECIAL REQUIREMENTS / OTHER</p>	<p>Valid UK Driving License</p>	