

Job Description

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| Post: | Personal Assistant to Network Director(s) |
| Band: | 4 |
| Responsible to: | Network – Director of Operations, Director of Quality, Nursing and AHPs |
| Main Contacts: | Executive and Non-Executive Directors, Service Directors, Senior Managers, staff across the organisation, Stakeholders. |

Job Summary

To deliver a high quality, professional personal assistant and secretarial service to the Network Director(s) of Pennine Care NHS Foundation Trust.

The post holder requires excellent organisational ability, must be flexible and able to use initiative in resolving problems when they arise, along with a consistently high professional approach. The post holder will require a high measure of independent judgement, including sensitivity and discretion and a high degree of initiative to carry out specific duties.

Main Duties and Responsibilities

Management and Communication

- Proactively manage the Network Director(s) workload to ensure that all urgent and sensitive issues are dealt with in a timely manner.
- Proactively handle queries and information requests in an efficient manner on behalf of the Network Director(s).
- Act as the filter and main point of contact for internal and external contacts, representing the Network Director(s) in an appropriate manner at all times.
- Handle and communicate complex and sensitive information with the utmost discretion and confidentiality, both internally and externally.
- Proactively liaise with the Network Director(s) to understand current or emerging priorities, re-prioritising workload accordingly.
- Ensure all relevant documents for the day's meetings and actions are prepared on time, and that the Network Director(s) is/are fully briefed for all meetings and events.
- Maintain an efficient and accessible bring forward system, and to track responses to queries initiated by the Network Director(s).

Email and Post Management

- Deal with incoming correspondence through mail, email, telephone calls and any other method of communication. Ensure responses are prepared and submitted in a timely manner.
- Open and prioritise emails on a daily basis; formulate draft responses and make further enquiries as necessary. Exercise appropriate delegated authority to act and action responses.
- Ensure urgent matters are brought to the attention of the Network Director(s) in a timely manner.

Diary Management

- Manage the Network Director(s) diary to ensure time is used efficiently and effectively.
- Co-ordinate, manage and maintain up to date electronic and paper diaries, which will involve arranging internal and external meetings, conferences, seminars, attendance at training courses. Make arrangements for any subsequent travel, room bookings, accommodation and catering.
- Receive and provide hospitality for visitors.
- In conjunction with the Network Director(s), ensure that cover arrangements are in place in the Network Director(s) absence.

Administration

- Prepare draft agendas, collate information, distribute paperwork, track actions and take minutes as required. Transcribe minutes in a timely manner.
- Prepare presentations, reports and briefing papers using a variety of formats, including but not limited to PowerPoint, Word and Excel.
- Organise and maintain efficient manual and electronic filing systems, including recording, sorting and archiving documents in accordance with Trust Policy.
- Provide cover to other Personal Assistants in their absence in accordance with agreed protocols.
- Order stock and non-stock items as required.
- Undertake training in new technology where appropriate and participation in the development and implementation of new skills and systems, providing personal development and ensuring that all functions are performed to a high standard.
- Perform routine tasks for any member of the Borough Management Team as requested.
- Work as an effective member of the Borough Management Team, by taking logical and reasonable steps to resolve issues.

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process

General Duties of all post holders

- To undertake any other reasonable duty, which is appropriate to the band, when requested by Senior Staff.
- To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.
- To be aware of and work towards the Trusts strategic goals.

Standards of Business Conduct

- The post holder will be required to comply with the organisations standing order and standing financial instructions and at all times, deal honestly with the organisation with colleagues and all those who have dealing with the organisation including patients, relative and suppliers.
- The post holder must ensure that their behaviour and interests inside and outside work do not conflict with their Trust position, duties and/or responsibilities.
- The post holder must comply with and support the development of the performance standards within the service/department to ensure the service is responsive to and meets the needs of its customers.
- The post holder will be required to develop and maintain good working relationships with all patients, service users, staff, contractors and where appropriate, members of the public.
- The Trust aims to maintain the good will and confidence of its own staff, patients, service users, NHS contractors and the general public. To assist in achieving this objective it is essential that at all times, the post holder carries out their duties in a courteous, sympathetic and professional manner.
- All post holders who are members of a professional body must comply with standards of professional practice / conduct. It is the post holders' responsibilities to ensure they are both familiar with and adhere to these requirements and maintain their professional membership to the relevant body.

Equality and Diversity and Equal Opportunities

- The post holder must carry out all duties and responsibilities of the post in accordance with the Trust's Equal Opportunities and Equality and Diversity policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders.
- The post holder must promote awareness of and respect for equality and diversity in accordance with Trust policies and procedures.
- The post holder is responsible for treating all staff, patients, service users, NHS contractors and the general public with dignity and respect at all times.

Safeguarding

- Appointments to regulated and controlled activities require an enhanced DBS disclosure.

- Pennine Care NHS Foundation Trust (PCFT) employees have a statutory duty to promote the welfare of children and young people and to protect adults; enabling them to live free from harm, abuse and neglect.
- Engagement with safeguarding training, in line with responsibilities, is mandatory for all PCFT employees. PCFT employees must familiarise themselves with policies and procedures and adhere to these.
- It is the responsibility of all staff to report safeguarding concerns and familiarise themselves with who to contact in order to do this or seek further guidance.

Professional and Personal Development

- The post holder must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction Programme.
- The post holder will be involved in a formal appraisal and yearly conversations review with their manager at least every 12 months. Once performance / training objectives have been set, the staff member's progress will be reviewed on a regular basis, so that new objectives can be agreed and set, in order to maintain progress in the service delivery.
- The post holder will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Confidentiality and Information Governance

- Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to confidential documents and information relating to patients, service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the NHS unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence has been established.
- All information obtained or held during the post-holders period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.
- The post holder must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. The post holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- The post holder must work to the requirements of data protection laws as applicable to the UK, which includes the General Data Protection Regulations (GDPR).

Health and Safety at Work

- The post holder is required to take reasonable care of the health and safety of themselves and other persons who may be affected by their acts or omissions at work and to co-operate with the Trust in adhering to statutory and departmental safety regulations.

- The post holder is responsible for ensuring that they do not intentionally or recklessly misuse or interfere with anything provided in the interests of health safety or welfare e.g. misuse of equipment.
- The post holder is required to contribute to the control of risk and must report immediately, using the Trust Incident reporting system, any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public.
- All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy.

Infection Control

- Infection Prevention and Control is the responsibility of all Trust staff.
- All staff members have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.

Sustainability / Net Zero Carbon

Pennine Care are committed to sustainable development, social value and achieving the NHS Net Zero Carbon reduction targets. All employees must play their part and adhere to the principals in the Green Plan, this will ensure our services are efficient, sustainable and carbon emissions are reduced. As an employee you will be expected to conserve energy / water, minimise wastage in all formats, actively promote biodiversity and use sustainable transport whenever possible.

- **Energy:** Switch off non-essential electrical equipment / lighting when not in use. Report heating issues, building too hot / too cold to the Estates Team.
- **Water:** Do not leave taps running and report all drips, leaks, and condensation issues to the Estates Team.
- **Waste:** Follow the Trust waste policy – Reduce – Reuse – Recycle do not overorder equipment / medicines. Healthcare waste must be disposed of in line with the Trust's waste management policy.
- **Biodiversity:** Enhancing biodiversity has a wealth of positive outcomes for our colleagues, services users and the environment. Think of your site, can an area be improved to have a quality green space, specific planting for habitat improvement or the installation of a couple of bird boxes? Contact the estate team for further details
- **Transport & Travel:** Where possible lift share, cycle, walk or use public transport