

JOB DESCRIPTION

POST TITLE: Personal Assistant to the School Nursing and Health Visiting Management Team

BASE: West Berkshire Community Hospital

BAND: 4

LINE MANAGER: Service Lead for Health Visiting

PROFESSIONAL ACCOUNTABILITY:

OUR VISION AND VALUES

Our **vision** is to **be a great place to get care, a great place to give care.**

Our values are:

- **Caring** for and about you is our top priority
- **Committed** to providing good quality, safe services
- working **Together** with you to develop innovative solutions

JOB SUMMARY

The post holder will support the effective operation of the West Berkshire 0-19 universal children's teams by providing organisational, administrative, and secretarial support to the management team and provide leadership and management to Team Administrators.

The post holder is expected to act on their own initiative on a daily basis to ensure the effective running of the service, prioritising their own workload as required.

The post holder is expected to liaise effectively and professionally with all levels of staff, external organisations, and the public, dealing with confidential information in an appropriate manner.

RESPONSIBILITIES

1. To be the central point of contact and maintain relationships across the service, assisting the administration team in the development and maintenance of efficient and effective office procedures.
2. Provide administrative support with diary management to the service managers, including typing confidential correspondence, reports, and other documentation to a high standard

within agreed timescales. Plan and arrange meetings and events which may be internal or external to the service, ensuring all necessary arrangements are made, such as room bookings, refreshments, etc.

3. Attend designated meetings where the information may be complex and sensitive, taking, and transcribing minutes. Distribute information prior to and after meetings in a timely way.
4. Ensure all office systems are maintained to a high standard, both electronic and hard copy, across the service, developing systems to ensure that services run smoothly through having well planned and organised administrative systems and processes in place.
5. Ensure the efficient and accurate recording of data on all electronic systems.
6. Works alongside team managers to support the teams to maintain the Rio and KPI data to ensure standards and expected levels of service are met.
7. Ensure that the administrative team are compliant with supervision and appraisal processes and all statutory and mandatory training is up to date, in line with CQC standards.
8. Supervise & manage the work of the team administrative staff, ensuring administrative timescales and deadlines are met, enabling the service to meet key performance indicators.
9. Ensure a system is in place to collate, and present data received for management and service information such as appraisal, training, and supervision compliance, ensuring data collection and reporting is completed within the given timescales, planning and prioritising workload accordingly.
10. Manage the distribution of service user and staff communications and information across the service as required.
11. Ensure that a system is in place for the ordering of supplies and equipment as requested for teams. Ensure an inventory is maintained including servicing and calibration details.
12. Support projects within the service by undertaking various administrative and clerical tasks.
13. Reflect on own areas of development to support the administration team and engage in regular support and supervision meetings.
14. Measure own personal goals and ensure they align to the wider Trust goals and strategic objectives.
15. Comply with all statutory, legislative, and local policies applicable to this post.
16. Support and maintain health, safety, and security across the service.
17. Undertake any ad-hoc duties as required by the Service Managers

GENERAL

1. This is a varied role where you'll be expected to undertake the range of responsibilities specified above, working together with your line manager and colleagues to ensure that the activities of this post make a real difference to our patients. Your line manager may ask you to undertake other reasonable duties to facilitate the smooth running of your service or team.
2. We are an equal opportunities employer and you'll be expected to role model equality of opportunity, live the values and always operate in accordance with our Equal Opportunities Policy.
3. Health and Safety at work is important to us and we would like you to role model the highest standards of behaviour and go above and beyond by adopting excellent practice where it links to the health and wellbeing of our colleagues. It is important that you cooperate with us to ensure that statutory and departmental safety regulations are adhered to.

BEHAVIOURS

In addition to the responsibilities and requirements outlined in this job description, you should refer to the associated and expected behaviours that are relevant to this role - your line manager will be able to provide you with this detail.

Our values define the behaviours we are all expected to display during the course of our work and they underpin our organisational recruitment, appraisal, reward and development processes.

LOCATION/MOBILITY

We may require you to work at or from a different work base or location from time to time, to meet service demands and deliver an operational service. Given the geographical nature of the Trust, you may be required to travel between Trust premises as part of your role.

We also may need to change your work base on a permanent basis and if this is the case, we will consult with you in line with our policies and procedures.

FLEXIBILITY

We may need to amend your job description and/or your duties from time to time in order that we can continue to provide the best possible service to our patients. It is important that you work with us to deliver our services, by complying with lawful and reasonable instructions, by adapting to new ways of working, and by attending training courses as requested from time to time.

CONTINUING PROFESSIONAL DEVELOPMENT

You'll be expected to attend and contribute to staff meetings and forums, supervision sessions, training courses, seminars and workshops, all of which will contribute to the development and enhancement of our current working practices.

You will also be expected to participate in all personal review meetings and to take responsibility for your own personal and professional development and the professional accountability for your role.

DATA PROTECTION ACT

We are all expected to be aware of the Data Protection Act and to follow the local Codes of Practice to ensure appropriate action is taken to safeguard confidential information.

HEALTH & SAFETY

We all have a responsibility for health and safety, risk assessment and workplace inspections, and you will be expected to take reasonable care for your own health and safety and that of others.

You will also be expected to co-operate with your colleagues to ensure that statutory regulations, policies, codes of practice and departmental safety procedures are adhered to, and to attend any training programmes that we consider to be relevant.

INFECTION CONTROL

The Health and Social Care Act 2008: (code of practice on the prevention and control of infections and related guidance) sets out responsibilities for NHS managers, Heads of departments, Clinical Leads and all staff to ensure patients are cared for in a clean and safe environment. Cleanliness and prudent antimicrobial stewardship (AMS) is essential to ensure that people who use health and social care services receive safe and effective care.

Prevention and appropriate management of infection is of paramount importance in the quality and safety of the care of patients and to the safety of staff and visitors. As a core element of the trust's clinical governance and risk programmes, all staff are required to be aware of their responsibilities and comply with infection prevention and control policies and guidelines.

CONFIDENTIALITY

We all have a responsibility to make sure that we don't disclose any information of a confidential nature relating to the services we provide or in respect of any service user, client or third party. This applies both during and after your employment.

You must not remove or copy any documents or tangible items including software which belong to the Trust or which contain any confidential information unless you have specific permission to do so. When you leave our employment, or if you are asked, you must return all documents and tangible items which are in your possession or are under your control, but which belong to us or contain or refer to any confidential information.

You should be aware that a breach of confidentiality may result in your dismissal and that, regardless of any disciplinary action that we may take, a breach of confidence could result in civil action for damages.

DATA QUALITY

We are all responsible for making sure that our data and electronic records are updated, accurate, relevant, reliable, and completed in line with our record keeping standards and policies.

CLINICAL GOVERNANCE

We aim to provide the highest standards of care. To help us achieve this aim, you are expected to follow acceptable working practices as defined in our policies and guidelines. You also have a personal responsibility to your colleagues and patients to keep yourself up to date with any changes to policies and to report any practice that you consider to be unacceptable through the appropriate channels.

ASYLUM & IMMIGRATION ACT 1996 AND AMENDMENTS

We need to make sure that we comply with the Asylum and Immigration Act 1996. To do this, we check the documentation of all applicants to confirm that they have the right to work in the UK. We won't offer employment to any applicant who does not have valid leave to remain and work in the UK or whose leave is subject to conditions which prevent them from taking up employment with us.

If your leave to remain and/or right to work status changes during the course of your employment, we will determine what impact this may have on our ability to continue employing you.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a responsibility for safeguarding individuals who come into contact with our services, whether they are a child or young person, a person with Learning Disabilities or an older or vulnerable adult.

We adhere to the Berkshire Local Safeguarding Children Boards Child Protection Procedures, which places a duty of care and responsibility on us all to safeguard and promote the welfare of children.

SMOKE FREE

We operate a smoke free policy which means that smoking is not permitted on any of our sites. This also applies when you are travelling in vehicles (including owned and lease cars) whilst on official business, parked on our premises in privately owned vehicles, or transporting services users or visitors. We will not support taking additional breaks during the working day to smoke off site. Further information can be found in the Staff Smoke Free policy.

PERSON SPECIFICATION

CATEGORY	ASSESSMENT METHOD (v)		
<p>Education/Qualifications/Training</p> <p>NVQ Level 4 standard or equivalent knowledge gained through experience</p> <p>ECDL (European Computer Driving License) or equivalent knowledge and experience of using a variety of software programmes.</p>	<p>Application Form (E/D)</p> <p>E</p> <p>E</p>	<p>Interview (E/D)</p>	<p>Selection Tool (E/D)</p>
<p>Continuous Professional Development</p> <p>Advanced keyboard skills</p> <p>Previous knowledge and experience of administration and office procedures and evidence of Continuous Professional Development</p>	<p>E</p> <p>E</p>	<p>E</p> <p>E</p>	<p>E</p>
<p>Previous Experience</p> <p>Working in a busy office environment and supervising the work of others</p> <p>Experience of line managing others</p> <p>Experience of handling confidential, sensitive, and complex information</p> <p>Proficient use of IT packages including MS Office, (Word, Excel, PowerPoint, Outlook, the internet, and data bases</p>	<p>E</p> <p>D</p> <p>E</p> <p>E</p>	<p>D</p> <p>E</p> <p>E</p>	<p>E</p>
<p>Knowledge, Skills & Abilities</p> <p>Excellent interpersonal, communication, analytical and reporting skills</p> <p>Ability to work autonomously and make reasoned decisions to prioritise own work and that of others to ensure tasks are delivered on time.</p>	<p>E</p>	<p>E</p> <p>E</p>	

- Ability to use a practical problem-solving approach in everyday situations
- Understanding the need for confidentiality and sensitivity
- Ability to work effectively in a team, demonstrating accountability for own work and an ability to work own initiative
- Proactive and innovative attitude to work

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Demonstrate a knowledge and understanding of current issues and practices within the NHS.

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Ability to respond positively to change.

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Additional Requirements

Car driver - ability to travel between sites in a timely manner & agreed time frame.

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The post requires a degree of agility and the ability to carry light to moderate loads.

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DATE OF ISSUE: April 2024