



Job Description and Person Specification



Job Description

Job Title	Divisional Personal Assistant
Band	5
Hours	37.5
Department	Medicine Management
Division	Medicine
Location / Hospital Site	Expected to work across all UHSussex sites
Responsible to	Divisional Director of Operations, Chief of Service, Divisional Director of Nursing
Accountable to	Chief of Service

Role Summary

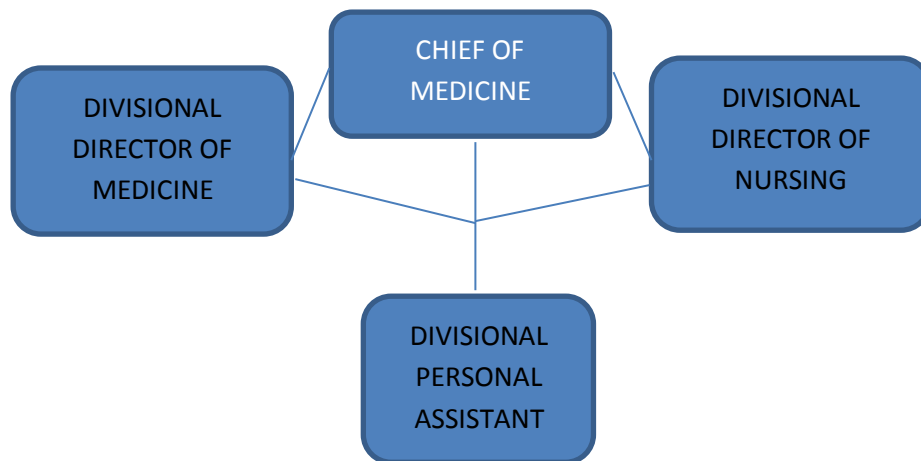
To provide high quality administrative and secretarial support to a designated Divisional Management Team. Demonstrate highly developed administrative and communication skills in relation to diary management, information management, use of IT software to develop reports and presentations, minute taking, action tracking and delivering project work as required.

Key Working Relationships

Internal: Divisional Director of Operations, Chief of Service, Divisional Director of Nursing, Deputy Divisional Director of Operations, General Managers, Operational Managers, Heads of Service, Heads of Nursing, Clinical Directors, Clinical Leads, Matrons, A&C staff within the Division, various Corporate functions including, but not limited to, Finance, Human Resources, PMO and Kaizen Office, Executive Assistants, Divisional PAs.

External: Patients, members of the public, representative of the ICS, other NHS organisations, Local Authorities.

Structure Chart



Main Duties and Responsibilities

Communication

- Act as the first point of contact between the Division and the Trust and other internal and external agencies at both local and national level.
- Deal with enquiries from patients, members of the public, press and members of staff. Assess calls and enquiries for urgency and priority and forward calls, where appropriate.
- Receive visitors and deal with their requests, as appropriate.
- Communicate across the Trust with all levels of staff within all professional groups: medical, nursing, clinical, support staff and other members of the multi-disciplinary teams.
- Receive and, with appropriate advice, communicate information of a highly sensitive or contentious nature being tactful and diplomatic and aware of barriers to communication that may exist or arise.
- Act as the central communication and information co-ordinator to the Division promoting efficient and accurate information throughout on a Divisional, Departmental and Trust-wide basis, working closely with the General and Operational Managers.
- Communicate in a polite and confident manner to all enquiries received, demonstrating respect, compassion and empathy at all times.
- Responsible for ensuring mechanisms are in place for effective team briefings and communication cascades.
- Promote and ensure good customer relations with external visitors and neighbouring Divisions/Departments.

Service Delivery and Improvement

- Provide a responsive and efficient administrative and secretarial support to the Divisional Management Team to include typing of correspondence (in various formats), reports, visual presentations, handouts, filing, photocopying etc. whilst maintain confidentiality at all times.
- Develop and maintain confidential filing systems, manage appointments for the Divisional Management Team, maintain diaries for the Divisional Management Team and implement procedures to improve the efficient and effective operational administration of the office.

- Ensure robust systems of information management are in place, including filing structures, retention and destruction, in accordance with relevant policies and strategies.
- Undertake internet research and acquire and disseminate information to others as directed.
- Manage the Divisional teams e-mail and postal correspondence, responding to routine enquiries appropriately.
- Act on behalf of the Divisional team in dealing with routine issues to interpret and distribute information to staff, other departments, or other senior managers as appropriate and to collate responses and forward these within the appropriate deadlines.
- Support the production of Divisional reports to the Trust Board, and other forums and ad hoc reports on behalf of the Division.
- Validate, code and raise invoices and set up purchase orders where required.
- Co-ordinate the Divisional Management Team's diaries using a bring-forward system to ensure necessary papers are available as required and that deadlines are met while prioritising and juggling other commitments.
- Maintain the diaries, ensuring that all arrangements for meetings, travel and accommodation are scheduled appropriately.
- Ensure with colleagues that all meetings are covered adequately and take responsibility for tracking membership of groups and updating distribution lists accordingly.



- Be responsible for the arrangement, co-ordination of attendance and communication of dates for the Divisional and Directorate meetings, as well as the timely distribution of agendas and appropriate papers for these meetings. Track progress against any agreed actions and update action tracker accordingly.
- In conjunction with the Divisional Management Team or delegated officers, assist with project work as directed and where required, lead and be responsible for specific projects as delegated by the Divisional Director of Operations.
- Design and maintain both simple and complex databases for use by administrative colleagues and management. Manage the expansion of existing, complex databases while they remain in frequent use.
- Assist the Management Team in co-ordinating the Divisional objectives & work-plan via the monthly meetings whilst ensuring deadlines are met including collation of information and development of visual presentations.
- Create systems and processes that will ensure that the Divisional Management Team conducts its business in accordance with corporate assurance processes.
- Ensure that any papers produced by the Division are compliant with the Corporate branding and using the agreed templates. Be responsible for tracking decision making processes to ensure auditable governance records are available as required.
- Support divisional recruitment processes where required.
- Open all mail into the office, sort and distribute using judgement and experience to decide which documents require immediate attention.
- Organise own work tasks and be able to prioritise own workload.
- Ensure information returns required by the Trust, external organisations and other partner organisations are delivered and are timely, accurate and presented to a high standard.
- Continuous audit of the use of information systems and processes required to assure the smooth running of the Division.
- Co-ordinate the bookings for divisional offices.

People Management and Development

- Under the direction of the Divisional Management Team, access and maintain local personal files for Divisional staff.
- Create and maintain an annual leave chart for the Divisional Management Team to ensure visibility of senior leadership cover at all times.
- Support the Divisional Management Team in the communication and escalation of data regarding appraisal and mandatory training compliance (amongst other workforce information).

Patient Care Delivery

- Be responsible for the timely distribution of Medical Device Alerts and for collating responses, forwarding a single reply on behalf of the Division summarising action taken.
- On behalf of the Divisional Management Team, update the Divisional risk register with information supplied by Divisional Leaders.



Learning and Development

- Attend mandatory training updates as required.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Identify own learning needs and jointly plan training requirements with your line manager
- Participate in the Trust's appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service.

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the organisation.

Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:

‘excellent care every time’

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:

- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation we want University Hospitals Sussex to be.

Our mission and values are extremely important to us and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

Patient First

- Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.



- Staff will be equipped with skills to identify improvement opportunities and supported to see those through
- It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.
- The philosophy behind this is centred on:
 - Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality
 - The patient being at the heart of every element of change
 - Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and “where better never stops”.
 - Continuous improvement of our services through small steps of change
 - Constantly testing the patient pathway to see how we can develop
 - Encouraging frontline staff to lead the redesign processes
 - Equal voices for all
 - Engagement of staff is a big factor in job performance.
 - Good engagement leads to improved quality, mortality and safety measures

Equality, Diversity and Inclusion

The Trust is committed to supporting Inclusion as can be seen by our Patient First Triangle with a clear value being Inclusion. We all have a responsibility to treat our colleagues, patients and service users with respect and dignity irrespective of; age, race, disability, gender reassignment/identity, marriage and civil partnership status, pregnancy and maternity status, religion or belief, sex and sexual orientation.

We are a Disability Confident Employer (Level 2) and part of the Stonewall Workplace Equality Champions programme.

All staff have a duty to report any behaviours which contravene this to their managers.

Workplace and Environmental Factors

Physical	<ul style="list-style-type: none"> • Highly proficient typing skills. • Able to work at PC for prolonged periods of time.
Emotional	<ul style="list-style-type: none"> • Able to demonstrate empathy when dealing with upset members of the public or staff. • Able to deal diplomatically and politely when requesting information from staff or members of the public. • May be exposed to upsetting information during the course of meetings where serious incidents / complaints may be discussed or whilst producing reports on behalf of the Division.

Mental	<ul style="list-style-type: none"> • Ability to deal with difficult situations both internally and externally (i.e. patients, visitors). • Able to concentrate when interrupted by phone calls, personal callers to department. • Able to concentrate for prolonged periods to ensure and check accuracy of documents etc. • Attention to detail and high level accuracy.
Working Conditions	<ul style="list-style-type: none"> • Able to work under pressure. • Able to work under tight deadlines. • Ability to keep information confidential whilst working in a busy general office.



Person Specification

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
Experience/ Qualifications	<ul style="list-style-type: none"> Degree level qualification or equivalent gained through work experience/ combination of work and other qualifications. Experience of working in a busy office environment. Experience of organising events, seminars, meetings, courses and conferences. Experience of handling confidential and sensitive information. Advanced typing skills (e.g 70+wpm). 	AF/I	<ul style="list-style-type: none"> NVQ or equivalent in secretarial studies. Project management experience. 	AF/I
Skills	<ul style="list-style-type: none"> Ability to multi-task. Excellent written and communication skills. Excellent organisational skills. Ability to work unsupervised. Ability to prioritise workload without supervision. Ability to work under pressure and meet deadlines in tight timescales. Able to produce concise reports both financial and information based. Ability to create visual 	AF/I	<ul style="list-style-type: none"> Good working knowledge of Microsoft Access or similar database package. Experience of using patient administration systems. 	AF/I

	<p>presentations for use by others.</p> <ul style="list-style-type: none">• Advanced working knowledge of Microsoft Office Products: Word, Excel, PowerPoint and Outlook.			
People Management and Development	N/A			
Specific Requirements	<ul style="list-style-type: none">• Minute taking skills.• Diary management.			
Freedom to Act	<ul style="list-style-type: none">• To be responsible for own professional actions and have sufficient autonomy for the delivery of the job.			

