



# University Hospitals of Morecambe Bay

NHS Foundation Trust

## JOB DESCRIPTION

|                  |   |
|------------------|---|
| Job Title:       | Personal Assistant  |
| Department/Ward: | Senior Management Team  |
| Band:            | 4   |
| Care Group:      | Integrated Community Care Group   |
| Responsible to:  | Professional Administration Lead  |
| Accountable to:  | Business and Transformation Manager   |
| JOB SUMMARY:     | To provide a confidential administrative and secretarial support service to the care group senior management team, primarily to the Associate Directors and Deputy Associate Directors to enable them to perform effectively within a large multi-site organization covering a large geographical area. |

### 1. KEY WORKING RELATIONSHIPS:

Trust HQ

Executive Directors

Care Group Senior Management Team

External Partners

Other care group PA

## **2. PRINCIPAL DUTIES**

To provide day to day senior administrative support to the Integrated Community Care Group Associate Directors and Deputy Associate Directors (Bay Wide)

Manage and maintain highly sensitive and confidential information

Identify and report potential issues with team information which may impact on care group or trust standards.

Support the team in establishing and maintaining appropriate intranet site and shared team drive.

Provide administrative support in relation to care group clinical and operational development opportunities including submission of development data, funding proposals, often working to tight timescales.

To receive all correspondence addressed to the Director(s) and to record, sort and distribute the correspondence as appropriate.

To prepare routine replies to correspondence for signature as instructed by the Director.

To prepare requisitions for new/replacement non-stock requirements for signature by the appropriate budget holder.

Identify areas for improvement internally, relating to teams processes or standards contributing to the effective implementation of these within the care group.

To organise and plan meetings, coordinate diaries, collate paperwork and meetings information, book appointments and 365 sessions on behalf of the team including, booking rooms and collating papers.

To manage and maintain team databases and spreadsheets including complex bay wide support to meet business opportunities available to the Trust, and ensure Trust policies are adhered too.

Use own initiative to organise and prioritise own workload, taking account of deadlines.

Set up and maintain team spreadsheets/ registers for Bay wide senior care group managers

Collate and record statistical information and provide reports for the team on request.

Ensure that up-to-date written and electronic records are maintained in accordance with professional and Trust Standards.

To provide PA support for absent PA colleagues in South Cumbria/North Lancs as and when required.

To provide appropriate support to new/junior care group administration and clerical staff and act as mentor for apprentice roles

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Undertake relevant activities and mandatory training to meet objectives identified in Personal Development Plan.

Attend regular team meetings and initiate proposals to improve service delivery.

To attend meetings as appropriate, take formal minutes when required, collate actions and coordinate follow up often dealing with commercially or staff sensitive information.

To liaise with internal colleagues on behalf of the team and external agencies on behalf of the trust in relation to care group business.

To communicate promptly with senior executives regarding urgent and non-routine issues, especially when they are off their base site.

**This job description is not exhaustive and will be reviewed and amended, with the post holder, when necessary.**

### **TERMS AND CONDITIONS**

This post will be subject to the terms and conditions of the University Hospitals of Morecambe Bay NHS Foundation Trust.

### **CONFIDENTIALITY**

Information relating to patients, employees and business of the Trust must be treated in strictest confidence. Under no circumstances should such information be discussed with any unauthorised person(s) or organisations. All staff must operate within the requirements of the Freedom of Speech policy.

### **SAFEGUARDING & PROTECTING CHILDREN**

Everyone shares responsibility for safeguarding and promoting the welfare of children and young people, irrespective of individual roles. As an employee of the trust you will need to be aware of your responsibility in relation to safeguarding and protecting children. You will need to be aware of trust/local LSCB procedures and know how to contact named professionals, within the safeguarding team for advice and support.

### **ENVIRONMENTAL IMPACT**

It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers, monitors and equipment when not in use and it is safe to do so, minimising water usage and reporting faults promptly.

### **HEALTH AND SAFETY**

The Health and Safety at Work Act stipulates that it is the responsibility of each employee to observe all rules governing safety and conduct and as such safety equipment and Personal Protective Equipment provided must be used.

### **INFECTION CONTROL**

The Trust is committed to protecting the health of all staff, patients and visitors to the Trust. As such all staff is personally responsible for compliance with all Trust and department infection prevention and control policies. Failure to comply with such policies and associated procedures is likely to lead to disciplinary action and may result in dismissal.

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### **MANUAL HANDLING**

The post holder will be provided with adequate training in correct lifting techniques by a recognised lifting instructor.

### **NO SMOKING POLICY**

A No Smoking Policy operates across all Trust sites.

### **QUALITY OF SERVICE**

The trust is committed in its use of available resources to obtaining the best possible service for patients and staff. The Post holder must share this objective and seek to maintain and improve the quality of service provided.

### **EQUAL OPPORTUNITIES**

The Trust is pledged to equal opportunities for all and is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of gender, marital status, age, race, colour, sexual orientation, creed, nationality, ethnic or national origin or disability. We promote flexible working opportunities wherever possible to enable staff to balance their work with their private lives.

### **TRAINING AND DEVELOPMENT**

Maintain your professional standards in respect of education and training and ensure that you are aware of your specific area specialty training and needs analysis.