

Job Description

1. JOB DETAILS

Job Title: Personal Assistant/Administrator (Therapeutics and Palliative Care)

Grade: Agenda for Change Band 3

Responsible to: Business Manager (Therapeutics and Palliative Care)

Reports to: Band 4 Personal Assistant (Therapeutics and Palliative Care) *

Location: Primarily based at Manor Clinic (S12 2ST) and the Michael Carlisle Centre (S11 9BF). The post holder may be required to work from other Therapeutics and Palliative Care service sites in Sheffield.

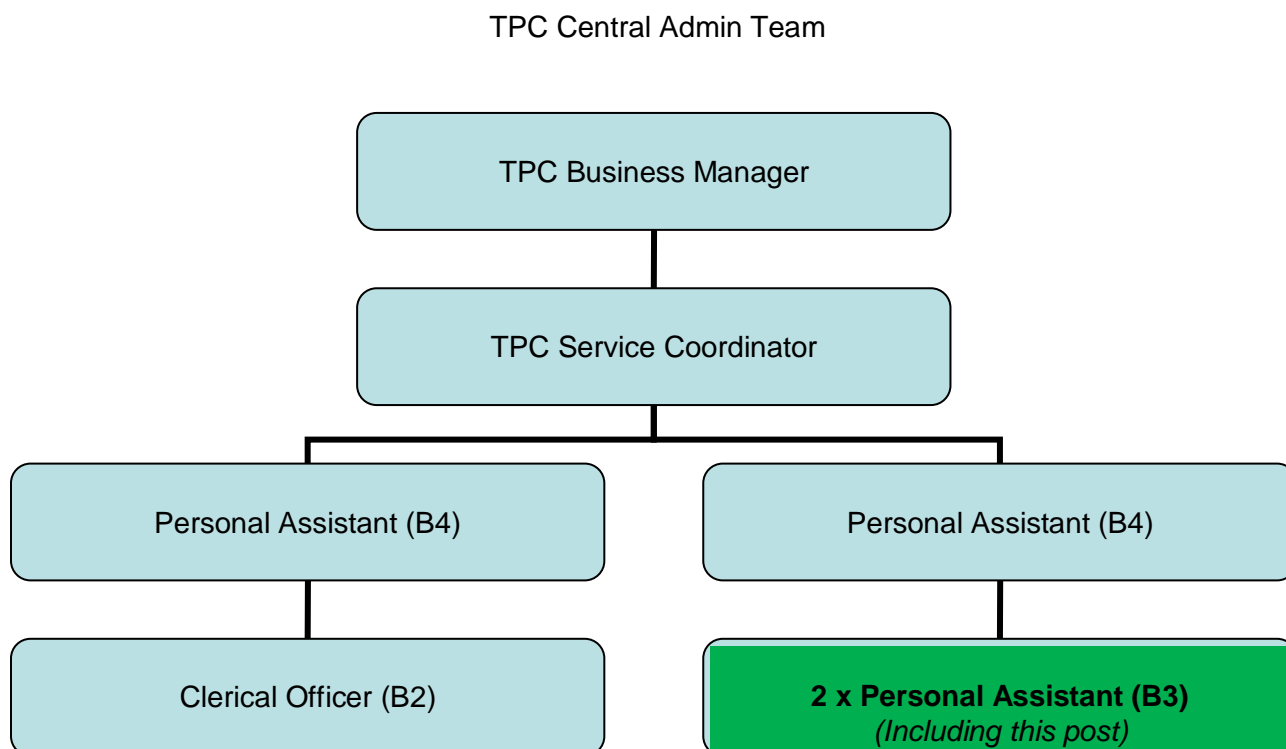
2. JOB PURPOSE

- To provide comprehensive, flexible, and confidential administrative support to multiple services within the Therapeutics and Palliative Care directorate, including City-Wide Services.
- To provide a full range of personal assistant duties to multiple services within the Therapeutics and Palliative Care directorate.
- To work collaboratively with other members of the Therapeutics and Care administrative team, ensuring cross-cover and coordination across the directorate.

3. ROLE OF THE DEPARTMENT

The Therapeutics and Palliative Care (TPC) Directorate sits within the Combined Community and Acute Care Group at Sheffield Teaching Hospitals NHS Foundation Trust. The TPC directorate provides a range of patient services for the population of Sheffield.

4. DEPARTMENTAL/DIRECTORATE ORGANISATIONAL CHART



5. MAIN DUTIES AND RESPONSIBILITIES

Personal Assistant Duties:

- Prepare and produce high quality correspondence, minutes, agendas, papers, newsletters, and reports using Microsoft Office.
- Minute and provide organisational support to a variety of virtual and face-to-face meetings, including those chaired by senior members of staff and academics, and those which require an enhanced level of confidentiality and sensitivity.
- Manage the diary and email inbox the Clinical Service Managers and the Integrated Pathway Manager, highlighting key issues in a timely manner, and coordinating a realistic diary that combines availability for key meetings with sufficient time for travel, preparation, and the delivery of key pieces of work.
- Maintain staff employment records and ensure any changes in an employees' details are included in their personal file and the Electronic Staff Record (ESR).

- Support service leads with monitoring mandatory training compliance by producing monthly reports.
- Read and deal with post and emails on arrival, filtering and disseminating or re-directing them when appropriate.
- Receive and deal with telephone enquiries as appropriate.
- Working with wider service teams to support with the organisation of new starter and volunteer recruitment and inductions.

Administrative duties

- Organise virtual and face-to-face meetings, interviews, training days, and conferences for a variety of services. This will include coordinating venues, equipment, materials, refreshments, booking places using Eventbrite, liaising with delegates and speakers, keeping attendance records, and taking notes on the day.
- Maintain organisational databases (training will be provided), liaising with service leads and teams to collect and collate data from both paper and electronic sources, and producing reports
- Contribute to the design and management of comprehensive paper and electronic filing systems to facilitate the storage and retrieval of information
- Taking responsibility for producing service bulletins, collating information received from services and external colleagues.
- File and photocopy as required, maintaining data protection standards and confidentiality at all times.
- Handle and bank money including cheques and petty cash, providing receipts.
- Ensure a safe working office environment, monitoring and maintaining health, safety, and security standards, and coordinating staff requests for repair and maintenance of facilities and equipment.
- Co-operate in the introduction of new technology and new working practices to ensure the smooth running of the department.

General duties

- Prioritise and organise own day-to-day work schedule, completing work within agreed timescales.
- Exercise discretion and maintain a high standard of confidentiality, communication, and interpersonal skills.
- Make decisions and take actions within the team relating to routine enquiries, whilst receiving support and supervision, escalating where necessary.
- Take telephone messages and disseminate to appropriate staff as required.
- Provide effective communication and problem solving both face to face and via telephone.
- Demonstrate behaviour which is sensitive to the needs and values of others, seeking mutual understanding, respect, and consideration.
- Respond calmly and positively in times of conflict or uncertainty, seeking appropriate assistance to achieve a resolution.
- Participate in the modernisation of Administrative Services to develop and improve processes.
- Participate in team meetings to remain informed and to contribute ideas.
- Maintain up-to-date expertise in PA practice.
- Maintain up-to-date knowledge and understanding of the directorate structure, personnel, and practice.
- Continue personal and professional development as agreed with the line manager in appraisal and supervision.
- Work with line manager, service leads, and other administrative colleagues to provide reciprocal administrative cover across the team.

6. FINANCIAL MANAGEMENT RESPONSIBILITIES (including estimated size of budget)

- Handle and bank money including cheques and petty cash, providing receipts.

- Have a personal duty of care for all equipment and resources used.

7. HUMAN RESOURCES MANAGEMENT RESPONSIBILITIES (including numbers and grades of staff)

- This post does not have direct line management responsibility.
- The post-holder will support service leads by monitoring mandatory training within their teams and ensuring that staff records are kept up to date.

8. ASSET MANAGEMENT RESPONSIBILITIES (i.e. stock, equipment, buildings)

- None identified.

9. WORKING RELATIONSHIPS (please identify the main personnel with whom the post holder will be required to communicate with and advise internally and externally)

a) Communicate with:

- Clinical Service Managers and Integrated Pathway Manager
- Directorate Management Team
- Administrative Services/Personal Assistants
- Various colleagues within the Therapeutics and Palliative Care Directorate and other directorates
- IT and Estates departments
- Members of the Public
- Volunteers

This job description is not intended to be a complete list of duties but is expected to act as a guide to the main areas of key responsibility. This job description may be reviewed and revised where appropriate, and the post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post.

Chapter 1 We are committed to our responsibilities under the Equality Act 2010 and encourage equal opportunities, diversity and flexibility within our workforce
