

SWANSEA BAY UNIVERSITY HEALTH BOARD

JOB DESCRIPTION

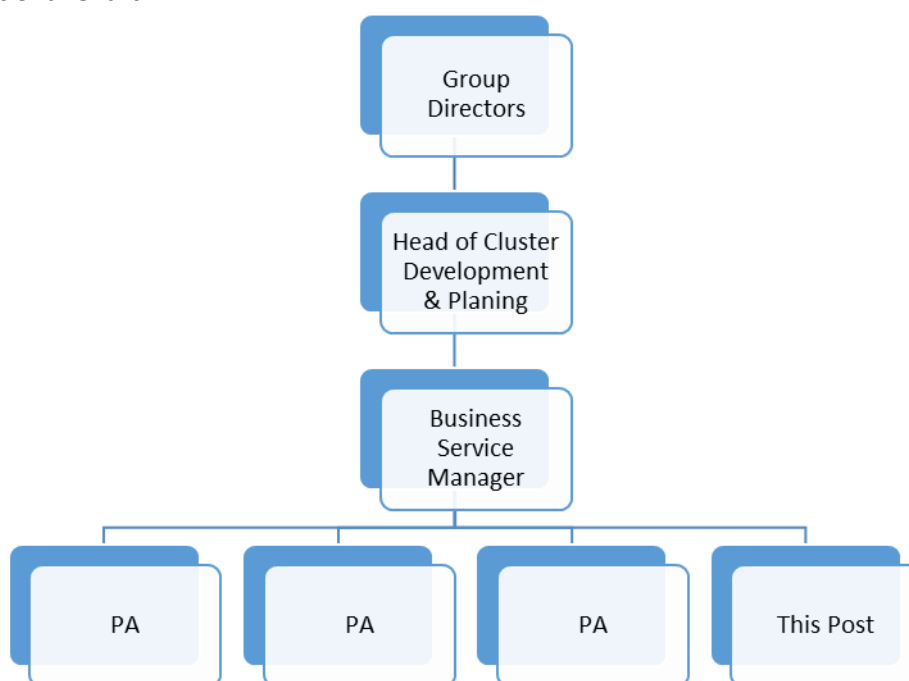
JOB DETAILS:

Job Title	Personal Assistant
Pay Band	Band 4
Division/Directorate	Primary, Community & Therapies Service Group (PCTSG)
Department	Management Team, PCTSG

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Head of Cluster Development & Planning
Reports to: Name Line Manager	Business Service Manager
Professionally Responsible to:	Head of Cluster Development & Planning

Organisational Chart



Our Values

In this Health Board we aspire to be driven by our values; where every person that works for us, regardless of their role, is expected to demonstrate the values of “caring for each other”, “working together” and “always improving”.

Job Summary/Job Purpose:

- To provide a comprehensive, efficient and effective high quality personal assistant service to the PCTSG Group Directors/Senior Management Team. Exercising judgement to make robust decisions using initiative and levels of authority agreed with the Group Directors, Senior Management Team and Business Service Manager.
- To be the first point of contact for Group Directors/Senior Management Team, ensuring a professional and positive attitude at all times.
- Organise and plan the daily schedules for the Group Directors/Senior Management Team, dealing with sensitive and confidential information appropriately, and utilising diplomacy at all times.
- Assist Group Directors/Senior Management Team in undertaking projects and tasks to support their workload and reduce it wherever possible and provide accurate and well-presented correspondence, reports and letters.
- To participate and contribute towards the development of electronic working models in order to maximise the benefits of desktop technology and improve processes across the Service Group.

DUTIES/RESPONSIBILITIES:

- To act as Personal Assistant.
- As requested, maintain personal staff records for staff, ensuring that sickness details, and personal data are kept up to date in a professional and confidential manner. Report any concerns on a monthly basis back to line manager.
- Receive and record incoming mail, dealing with as appropriate and prioritise accordingly. Maintain effective procedures and systems for recording and filing information. Establish and maintain the paper and electronic diary, ensuring they are kept up to date regularly. This will involve complex scheduling and re-arranging of diaries.
- To identify new policies, procedures and guidance which may impact upon the management of the office. Uses own initiative to implement these policies where they may impact upon the Office.
- Take full responsibility for providing advice on a wide range of matters related to work to patients and staff, resolving them or referring them to the most appropriate person during periods when absent from the office.
- Responsible for prioritising work requests and identifying high priority requests which need to be passed within the team for urgent action. Sign post enquiries to other staff where possible.
- Utilises high levels of communication when liaising directly with internal and external stakeholders on behalf of Group Directors/Senior Management Team as many of the subject issues are complex and or sensitive, this will require tact and diplomacy.
- Deals sensitively and appropriately (in person or by phone) with distressed/angry patients, complainants or members of staff. Uses tact and diplomacy at all times to ascertain the cause of the complaint and to establish the most appropriate mechanism for dealing with the issues

raised. There may be barriers to understanding when dealing with patients, members of the public who may have mental health issues or recently bereaved relatives.

- To be aware of and work to SBU policies at all times including GDPR, Dignity at Work/Equal Opportunities, Risk, Health & Safety and IT security.
- To be proactive in anticipating and responding promptly to the business needs of the Office.
- Ensuring full awareness of daily commitments and forthcoming meetings /events, in order to prepare all relevant paperwork in advance and preventing, where possible adverse conflicts.
- To exercise judgment and discretion when organising, monitoring and filtering appointments, telephone enquiries and meetings. To ensure effective management of Group Directors/Senior Management Team diaries, emails, and receiving access to their e-mails in order to respond on their behalf.
- Evaluate and prioritise all incoming correspondence (emails, letters, reports, memos, faxes, complaints and requests from internal and external bodies). Using own judgement to initiate correspondence and prepare responses on behalf of management or respond directly as appropriate. Ensuring all responses are provided within the required timescales.
- Keep management informed of outcomes and make aware of any potential problems that may arise.
- Assist in the co-ordination and production of strategic reports i.e Group monthly papers whilst working within a busy environment with frequent interruptions, and meeting strict deadlines set by Group Directors/Senior Management Team.
- Provide PCTSG support in the event of a Major Incident.
- Attend PCTSG meetings and prepare documentation and slides , e.g. statistics in preparation of the meeting and distribute minutes within given deadline to the Management Team and attendees.
- Monitor and review items pending further action using a bring-forward/tracking system ensuring issues are actioned in a timely manner. Ensure effective processes and procedures are in place to monitor and track responses within the Group. Providing timely reminders and following up actions, reporting progress and highlighting any areas of concern to Group Directors/Senior Management Team.
- Deal with highly confidential and sensitive documents/issues/enquiries relating to the Group, maintaining the strictest confidentiality and discretion at all times.
- Develop and control administrative systems to assist with the management of the workload and responsibilities, providing a wide range of administrative and secretarial support in addition to supporting team working across the office.
- Required to work autonomously through working day and manage workload effectively.
- Plan and prioritise effectively according to workload.
- Undertake self-supervision and effective self-organisation in terms of;
 - Co-ordinating annual leave in co-operation with the approval management
- Establish good levels of communication and liaise with other secretaries, medical and nursing staff and other departments and hospitals; Follow local policies and procedures where necessary i.e. Display Screen Equipment, Risk Assessment.
- Organise and schedule complex meetings, ensuring that;
 - attendees are informed a venue is organised, with refreshments if required
 - any relevant documents are prepared and circulated prior to the meeting ie. take

formal minutes, ensuring that they are accurately typed and distributed promptly

- Attend formal meetings as and when required at request of management.
- Responsible for distributing data/correspondence for meetings as requested/required by Group Directors, Senior Management Team or line manager.
- The post holder handles incoming/outgoing communications/sensitive data/issues from managers/clinical staff. This data is handled with empathy and in a confidential and professional manner, answer queries, telecommunications within own area of authority or refer to appropriate person/department.
- The post holder is required at the request of the manager to produce and present documents e.g. detailed reports, statistical information, minutes of meetings, pro-formas and templates.
- Preparation and typing of correspondence. These will at times be of a confidential, sensitive or contentious nature and will need to be dealt with in an appropriate manner.
- The post holder is required at the request of the manager, exchange sensitive/confidential information with other senior managers, other outside bodies, e.g. maintaining confidentiality according SBUHB and Statutory requirements.
- Use complete discretion in the management of enquiries, queries, and requests requiring persuasive skills and co-operation.
- Manage systems to process;
 - invoice processing, e.g. Oracle system in line with instructions from Finance Department
 - ESR
- The post holder is required to exercise independent judgment and initiative when problems arise, taking the necessary actions to resolve the problems or referring to the appropriate person.
- At the request of the manager, Liaise with Senior Managers and other departments e.g. Finance, Workforce and Operational Development section, Secretaries and admin staff both internal and external to the Health Board.
- At the request of the manager, complete the ordering of stationery / equipment through the ORACLE system, ensuring stock levels are maintained. Processing oracle orders for manager to review and to authorise.
- Ability to touch type and transcribe notes. Create databases, spreadsheets and PowerPoint displays.
- Obtain documents or conduct information searches using various methods i.e. Internet, Intranet, Library, as and when required.
- Provide secretarial support and formal minute taking of Serious Incident Reviews, Disciplinary Hearings and Suspension Hearings required by the manager. Collate requested data from Senior Members of staff and analyse / organise as required, producing analytical documents to display results.
- Responsible for demonstrating duties to new starters such as junior admin staff and providing support as and when required.
- As part of personal development plan (PDP), continuously update knowledge of new trends and maintain and improve knowledge and competence by taking part in appropriate courses and training.
- Participate in the PDP process, identifying mandatory training requirements for continued

personal development and discuss with the manager for other key training developments.

- Make decisions within own area of authority as Personal Assistant and refer to the manager in their absence.
- At the request of the manager, be responsible for maintaining an accurate electronic Diary system for bookings and cancellations of Rooms on a daily basis
- At the request of the manager, contribute to the recruitment process by arranging for the short listing of candidates via the TRAC System and notification to candidates via letter and email of interview. Preparation of interview packs, arranging venues and making accurate notes of any candidate cancellations and re-arrangements of timings for interviews.
- At the request of the manager process all successful candidates' appointment forms to the appropriate section and prepare new personal file for new appointee.
- At the request of the manager review personal diary on a daily and weekly basis and prepare notes/print of key agenda items in preparation of key meetings.
- Establish and develop effective systems and procedures for recording and filing information.
- To attend Health Board mandatory training events.
- To undertake any training which is relevant to the position.
- Maintain confidentiality according to the SBU LHB Policies and Procedures/Statutory requirements.
- Compiling documentation packs for panel members in preparation for Disciplinary Hearings.
- Maintain to ensure an in-depth and detailed knowledge and understanding of the structure, policies management and operational procedures of the Health Board in order to deal with high level internal and external enquiries in a competent and confident manner.
- Undertake other duties/projects as may be required from time to time, commensurate with the level of responsibility of the post.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Educated to Vocational level 3 in a relevant subject or able to demonstrate the equivalent level of knowledge, skills and experience</p> <p>Knowledge of organisational policies, procedures, IT packages and specialist function to deal with non-routine issues acquired through on the job training, short courses and experience.</p> <p>Evidence of commitment to ongoing personal development</p> <p>Willingness to undertake training and development as necessary</p>		Application form and pre employment checks
Experience	<p>To include a full range of secretarial procedures and knowledge to include:</p> <ul style="list-style-type: none"> • Microsoft® PowerPoint • Microsoft® Access • Microsoft® Excel • Microsoft® Word <p>Experience of working in a complex organisation providing comprehensive administrative/PA service within a corporate team</p> <p>Experience of setting up and using filing/IT systems in a large organisation</p> <p>Familiar with office procedures and deadlines</p> <p>Extensive knowledge of software packages such as Windows® and Microsoft® Office and Outlook.</p> <p>In-depth and detailed knowledge and understanding of corporate procedures, the structure, policies, plans, regulations, management and operational procedures of the Organisation.</p> <p>Advanced knowledge of word processing, spreadsheet and presentation packages</p> <p>Ability to take comprehensive minutes</p>		Application form and interview
Aptitude and Abilities	<p>I.T. skills to include use of E-mail.</p> <p>Able to understand and maintain confidentiality.</p> <p>Excellent organisation/time management and communication skills.</p> <p>The ability to provide an efficient, prompt and</p>	Ability to speak Welsh	Interview

	<p>accurate secretarial service</p> <p>The ability to deal with members of staff / the public and external bodies professionally and sensitively and to maintain a high standard of confidentiality</p> <p>The ability to judge the importance of information, prioritising and responding appropriately</p> <p>A flexible approach in terms of work</p> <p>Advanced Key Board Skills / touch-typing.</p> <p>Ability to take formal minutes.</p>		
Values	<p>Shows empathy and compassion towards others – a natural disposition to put yourself in someone else’s shoes. Sees and treats others as individuals (patient, families, colleagues) and treats people with dignity and respect.</p> <p>Shows resilience, adaptability and flexible approach as situations arise and positivity when times are tough.</p> <p>Shows respect for others’ views and appreciate others’ inputs and encourage colleagues to display our values.</p> <p>Motivated to use initiative to recognise problems and seek solutions whilst understanding the importance of empowering and enabling others (patients, families, colleagues).</p> <p>Friendly and helpful disposition, awareness of how our own and others’ behaviours impact on people’s experiences and the organisation’s reputation.</p> <p>Willing to seek out learning, give and accept constructive feedback and committed to continuous improvement.</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder’s working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act

or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.

- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **General Data Protection Regulation (GDPR):** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Regulation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated

and will be treated as a serious matter under the HB/Trust Disciplinary Policy.

- **DBS Disclosure Check:** If the post holder does not require a DBS Disclosure Check.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title: _____

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Obtain patient /staff records - 2 files per week	weekly		

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Takes minutes at meetings	Weekly		

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example,' processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

CAJE REF: RVC/2021/0259

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
VDU	Daily		