

**Maidstone and Tunbridge Wells NHS Trust
Job Description**

Job Title:	Personal Assistant to Clinical Director of Therapies
Band:	4
Service:	Therapy Services
Division:	Core Clinical Services
Directorate:	Therapy
Site:	Tunbridge Well Hospital (working across sites)
Hours:	37.5 per week
Reports to:	Clinical Director for Therapies
Accountable to:	Clinical Director for Therapies

Job summary:

To provide a full, confidential, administrative, secretarial service to the Therapy Triumvirate (Clinical Director of Therapies, General Manager and Quality Lead). This requires excellent time management, organisational and communication skills both with internal and external organisations and an adaptable, flexible approach to produce work within required timescales.

Working relationships:

Internal

All MTW staff as appropriate

External

Patients / public, other NHS organisations, Primary Care, suppliers, product representatives, staff agencies, Dept Health and Universities with AHP undergraduate programmes.

Budget responsibilities:

None

Key result areas:

Duties and Responsibilities

- To proactively provide support to the Clinical Director of Therapies, General Manager and Quality Lead, acting as a channel to the organisation.
- To manage efficiently the Therapy Triumvirate Microsoft Office diaries. Schedule, making appointments, arranging meetings (both internal and external), booking venues, organising catering and travel arrangements as required, some of which may be multi stranded and complex in nature and involve the formulation and adjustment of plans.
- To receive and prioritise mail, both electronic and hard copy, and wherever possible respond to or delegate for draft response on behalf of the Clinical Director of Therapies, General Manager and Quality Lead, ensuring that all urgent matters are attended to in a timely fashion.
- To draft and type: correspondence, agendas, minutes and reports- prioritising as necessary to ensure that organisational deadlines and priorities are achieved.
- To maintain a bring-forward, pending and filing system in line with the Directorate's requirements.
- To maintain management health roster for staff annual leave /overtime / on call/ study leave and work pattern changes where required.
- Compilation of monthly key performance reports including activity, workforce, governance and practice development data
- To prepare power point presentations for meetings
- To compile and publish a bi-monthly newsletter for the Therapy directorate
- Any other duties as directed by Clinical Director of Therapies, General Manager or Quality Lead
- These duties are not exhaustive and will be reviewed with the post holder, allowing for amendments within the broad scope and band level of the role

Accountability

- To work on own initiative but the post holder will demonstrate an awareness of the limits of own practice and knowledge and when to seek appropriate support/advice.

Communication and relationships

- To demonstrate a high standard of communication skills in responding to enquires in a helpful and polite manner.
- To receive incoming telephone enquiries and initiate prompt action whenever possible, insuring that callers are dealt with in a courteous and professional manner.
- Provide any necessary liaison and communication to ensure the effective and smooth working of the Therapy Directorate.

Planning and organisational

- Organise and prioritise the designated workload in relation to identified needs.

Responsibility for policy/service development

- The individual is required to ensure that they comply with Trust Policies and Procedures.

Physical effort Mental and emotional effort

- A combination of sitting, standing and or walking. There may also be a requirement to carry small items of office equipment or files etc.
- There is a frequent requirement for concentration where the work pattern is unpredictable – e.g. short notice deadlines, performance data and statistical information which changes or requires updating frequently. Taking minutes, typing up of reports and creating presentations from outline information at short notice.

Working conditions –

- Occasional exposure to unpleasant and stressful working conditions (e.g. dealing with complex requests at short notice to senior clinical and managerial staff, requiring compliance with deadlines and attendance at meetings. Requirement to use a VDU.

Job description agreement:

Signature of post holder: _____ Date: _____

Name: _____

Signature of manager: _____ Date: _____

Name: _____

Statement:

1. This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.
2. Time scales for achievement and standards of performance relating to the duties and responsibilities identified in this job description will be agreed via the annual appraisal process with the post holder.
3. As an employee of Maidstone and Tunbridge Wells NHS Trust, the post holder will have access to confidential information. Under no circumstances should this be disclosed to an unauthorised person within or outside the Trust. The post holder must ensure compliance with the requirements of the Data Protection Act.
4. As an employee of the Trust, the post holder will be required to adhere to all Trust policies including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies.
5. The post holder is required to take reasonable care for the health and safety of themselves and others that may be affected by what they do while at work.
6. This post may require the post holder to travel across the Trust sites in the course of fulfilment of their duties.
7. The Maidstone and Tunbridge Wells NHS Trust has a no smoking policy
8. Clinical Governance: You will be expected to take part in the processes for monitoring and improving the quality of care provided to patients. This includes risk management and clinical audit. If you engage in clinical research you must follow Trust protocols and ensure that the research has had ethical approval. You will be expected to ensure that patients receive the information they need and are treated with dignity and respect for their privacy.
9. All staff should be aware of their responsibilities and role in relation to the Trust's Major Incident Plan.
10. **INFECTION CONTROL AND HAND HYGIENE** - All Trust employees are required to be familiar with, and comply with, Trust policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with Trust clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques, and safe disposal of sharps. All staff are required to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections.
11. All staff are required to fully participate in learning and development opportunities and ensure they remain compliant with statutory and mandatory training requirements throughout their employment with the Trust
12. All staff are required to fully comply with the NHS Code of Conduct.

13. **SAFEGUARDING CHILDREN** - Everyone employed by the Trust regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the child protection procedures and the Trust's supplementary child protection guidance which is accessed electronically on the Trust's Intranet site. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend child protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's child protection training guidance.
14. **SAFEGUARDING ADULTS** - Everyone employed by the Trust regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's vulnerable adult protection training guidance.
15. All staff are required to provide the highest levels of service in their work and to adopt the highest standards of behaviour as stated and implied in the Trust Values of PRIDE.

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Person specification

AREA	ESSENTIAL	DESIRABLE (for grading purposes this information is not taken into account)
Qualifications	<ul style="list-style-type: none"> • Level 2 Maths and English • Educated to level 3 or equivalent (e.g. business administration) 	
Experience/ Knowledge	<ul style="list-style-type: none"> • Minimum of 2 years working in office administration • Efficient and effective working with common computer programs (Microsoft Word, Excel, Power Point, email) • High standard of verbal and written communication • Experience of maintaining filing systems • Experience of handling telephone messages and enquiries 	<ul style="list-style-type: none"> • Extensive knowledge/experience of PA & current office practices • Understanding of the background to and aims of current healthcare policy/national guidelines/CQC/and appreciate the implications of this engagement
Skills	<ul style="list-style-type: none"> • Competence with working on Microsoft office suite. • Confidential and controversial information will be dealt with at all levels on a daily basis and is expected to be dealt with appropriately and sensitively • Good organisation and time management skills • Good telephone and interpersonal skills in order to communicate effectively with patients and healthcare professionals • Able to work under pressure • Administrative skills including minute taking • Problem solving skills and ability to respond to sudden unexpected demands 	

	<ul style="list-style-type: none"> • Capability to plan over short timeframes 	
Attributes	<ul style="list-style-type: none"> • Self-motivated, hardworking and confident • Used to working in a busy environment • Able to work on own without supervision • Flexible approach to work • Calm, methodical accurate and an effective organiser • Good timekeeping • Demonstrate a strong desire to improve performance and make a difference by focusing on goals • High standard of personal integrity and use of discretion 	
Additional requirements	<ul style="list-style-type: none"> • Must be able to prioritise own work effectively and be able to direct activities of others. • Occasional cross site working. 	

Maidstone and Tunbridge Wells NHS Trust
Personal Assistant to Clinical Director of Therapies
Organisational Chart

