

JOB DESCRIPTION

1. JOB DETAILS

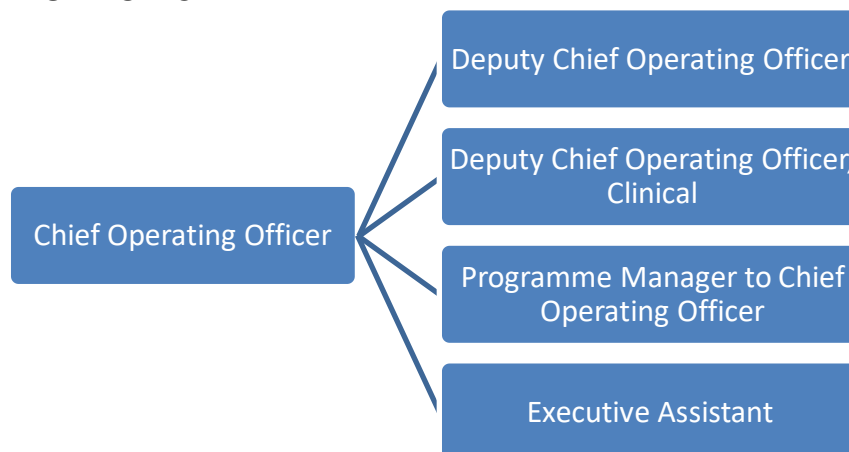
Job Title:	Administrative Assistant – Deputy Chief Operating Officer Team
Band:	Band 4
Directorate:	Deputy Chief Operating Officer
Location:	Royal Cornwall Hospital, Truro
Reports to:	Executive Assistant, Chief Operating Officer
Accountable to:	Deputy Chief Operating Officer Team

2. JOB PURPOSE

To work as a key member of the Deputy Chief Operating Team, Programme Manager and Operational Site Team to provide comprehensive and confidential secretarial and administrative support in the Team.

Provide cover for the Executive Assistant to the Chief Operating Officer during periods of absence.

3. ORGANISATION CHART



4. DIMENSIONS

There is no line management or scheme of delegation responsibility for this role.

5. KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED

- Extensive secretarial and administrative experience working at a senior level, and at pace with accuracy and maintaining high standards.
- Exceptional communication skills, both oral and written.
- Experienced in administering and organising formal meetings including drafting agendas, circulating papers and the ability to take and transcribe accurate minutes.
- Excellent organisational skills and the ability to prioritise own workload and meet deadlines and respond positively to changing demands whilst recognising boundaries of authority.
- Experienced in supporting the coordination and management of projects.
- Ability to concentrate on and carry out complex tasks and manage unpredictable interruptions.
- Proven IT skills including Microsoft Office applications - Word, PowerPoint and Excel.
- Experienced in the use of email, the internet and electronic diary management.
- Able to handle confidential and sensitive matters with integrity.
- Ability to be proactive in the prioritisation and forward transmission of communications to establish the necessary response.
- Excellent interpersonal skills and the ability to communicate at all levels of the organisation.
- Ability to draft high quality documents, with or without instructions, including letters, reports, terms of reference and presentations.
- A professional and flexible approach and the ability to react quickly to changing demands and circumstances.

- Excellent customer care skills.
 - Ability to manage own workload and to be proactive whilst recognising boundaries of authority.
 - Able to cover periods of absence for the Executive Assistant to the Chief Operating Officer.
 - Flexible in approach to working pattern.
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6. KEY RESULT AREAS

- To provide a full and comprehensive range of secretarial and administrative support to the Deputy Chief Operating Team, Programme Manager and Operational Site Team.
- To have excellent organisational ability and integrity, with a consistently professional and confidential approach, and the ability to multi task.
- To contribute to the planning and development of projects including, where appropriate, communicating with stakeholders regarding project needs and goals.
- To draft correspondence and documents, with or without instructions.
- To process correspondence including sensitive, contentious and confidential information.
- To plan and organise meetings as required ensuring the agenda and necessary documentation are circulated appropriately, attend the meetings and assist the chairperson as necessary, take and transcribe formal minutes and circulate and follow up actions points.
- To maintain the office systems and procedures to ensure that all documents can be retrieved easily and a “bring forward” system ensuring all papers are available for meetings.
- To undertake all tasks in line with the Trust's policies and procedures.
- To maintain patient and staff confidentiality and data protection at all times.
- Demonstrate flexibility to cover a wide range of administrative duties.
- Responsible for planning and prioritising own workload and day to day tasks without supervision.

- Ensure telephone calls are answered and dealt with in a swift, efficient, and polite manner making sure callers are transferred and/or messages relayed as appropriately.
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7. COMMUNICATIONS & WORKING RELATIONSHIPS

Effectively communicate with:

- Clinical Directors, General Managers and Heads of Nursing.
 - Specialties and other Care Group Staff.
 - Public and Patients.
 - Corporate Departments.
 - External agencies and partner organisations.
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8. MOST CHALLENGING PART OF THE JOB

Prioritising work load to meet deadlines whilst maintaining flexibility and adapting to changing circumstances and demands.

9. GENERAL COMPLIANCE

- The Post Holder must comply with all RCHT Policies and Procedures.
 - The Post Holder must comply with the RCHT Mandatory Training Policy.
 - The Post Holder must comply with all RCHT Health and Safety and Risk Management Policies.
 - The Post Holder must comply with all aspects of confidentiality, professional codes of conduct (where relevant) and the RCHT Staff Code of Conduct.
 - This Job Description is subject to the Terms and Conditions of service of Royal Cornwall Hospitals NHS Trust, and the Post Holder will undertake any other duties which may be required from time to time.
 - This Job Description is subject to review in consultation with the Post Holder
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10. JOB DESCRIPTION AGREEMENT

Post Holder Signature: _____

Date: _____

Line Manager Signature: _____

Date: _____

Title: _____

Please note: Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974. A provisional offer of employment will be subject to a criminal record check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions.

The Royal Cornwall Hospitals Trust is a non-smoking organisation. Smoking will not be permitted on any of the sites by staff in trust uniform and/or wearing a trust identification badge in any location, in vehicles owned or leased by the Trust or in the homes (including gardens) of any patients visited at home.



Person Specification for the Post of:

Administrative Assistant – Deputy Chief Operating Officer Team

ATTRIBUTES	REQUIREMENTS		METHOD OF ASSESSMENT
	ESSENTIAL	DESIRABLE	
Qualifications	Good general education including GCSE Maths and English at grade C or above or equivalent. Word processing qualification.	Secretarial Certificate or Diploma.	Application form Interview Certificates
Experience	At least 2 years' proven secretarial experience working at a senior level. Experience in taking, transcribing and circulating minutes of meetings. High level working knowledge of Microsoft Office applications. Electronic diary management. Worked independently with limited supervision.	Experience within a large NHS or public sector organisation. Proven work experience supporting Project Management or similar role.	Application form Interview References
Practical and Intellectual Skills (including any special knowledge)	Excellent written and oral communication skills. Able to manage own workload and prioritise work effectively in order to meet deadlines. Able to communicate effectively at all levels of the organisation. Able to draft documents with or without instructions. Good problem solving skills. Knowledge of data protection, confidentiality and Information Governance. Ability to work with minimal supervision. Flexible and adaptable to meet changing needs of Service.		Application form Interview Reference
Disposition/ Adjustment/ Attitude	Willingness to learn new skills and take on challenges. Logical and organised in approach, enthusiastic team player. Ability to work accurately to strict deadlines while under pressure and in unpredictable working environments with frequent interruptions. Able to handling confidential and sensitive issues in an appropriate manner.		Application form Interview Reference

	Self-motivated with the ability to use initiative and act independently within relevant Trust Policies, Guidelines and Procedures. Aptitude and confidence for working with a rapidly changing environment.		
Training	Mandatory training. Willing to undertake additional training as necessary.		Interview
Additional Circumstance	A criminal record check satisfactory to the organisation. Occupational Health clearance. Ability to undertake duties. Post-holder must comply with professional code of conduct and/or code of conduct for NHS managers where applicable.		Interview Outcome of criminal record check

**NHS KNOWLEDGE AND SKILLS FRAMEWORK
FORM FOR DEVELOPING AN NHS KSF OUTLINE FOR A POST (KSF1)**

Title of Post: Administrative Assistant – Deputy Chief Operating OfficerTeam

NHS KSF DIMENSIONS	Needed for Post?	Level for post				
		1	2	3	4	Areas of application
CORE DIMENSIONS – relates to all NHS posts						
1 Communication	Y		X			
2 Personal and people development	Y		X			
3 Health, safety and security	Y		X			
4 Service improvement	Y		X			
5 Quality	Y			X		
6 Equality and diversity	Y	X				
SPECIFIC DIMENSIONS						
INFORMATION AND KNOWLEDGE						
IK1 Information processing	Y		X			
IK2 Information collection and analysis	Y		X			
G3 Procurement and commissioning	Y	X				

**NHS KNOWLEDGE AND SKILLS FRAMEWORK
FORM FOR DEVELOPING AN NHS KSF OUTLINE FOR A POST
(KSF2 Foundation gateway level)**

NHS KSF DIMENSIONS	Needed for Post?	Foundation Gateway	Level for post			
			1	2	3	4
CORE DIMENSIONS – relates to all NHS posts						
1 Communication	Y			X		
2 Personal and people development	Y			X		
3 Health, safety and security	Y			X		
4 Service improvement	Y			X		
5 Quality	Y				X	
6 Equality and diversity	Y		X			
SPECIFIC DIMENSIONS						
INFORMATION AND KNOWLEDGE						
IK1 Information processing	Y		X			
IK2 Information collection and analysis	Y		X			