

JOB DESCRIPTION

1. Job Details

Job Title:	Personal Assistant to the Deputy Chief Operating Officer (DCOO) and Performance and Information Director (PID)
Grade:	Band 4
Responsible to:	Deputy Chief Operating Officer and Performance and Information Director
Reports to:	Office Manager to Chief Operating Officer
Location	Based at Northern General Hospital with potential travel across all Trust locations. Home working available as per STH Policy

Special skills:

- Excellent organisational skills.
- Strong self-direction essential.
- Ability to motivate and influence others and to work in an advisory capacity to bring about best administrative practice.
- Excellent communication and interpersonal skills.
- Ability to work on own initiative.
- Ability to prioritise workload and work under pressure to meet objectives and deadlines.
- Methodical and determined approach.
- To have a clear understanding of NHS operational systems and working practices.
- An excellent understanding of confidentiality and the ability to work in a confidential manner.
- Experience of use of MS databases, spreadsheets and PowerPoint.
- Ability to always maintain confidentiality.

2. Job Purpose

To support the Deputy Chief Operating Officer and the Performance and Information Director, providing a full range of Personal Assistant duties. To ensure the management and support service to the Directorate is well co-ordinated and evenly balanced whilst maintaining a sensible level of individual accountability and direction within the team. To be the first point of contact for external and internal parties to access the Deputy Chief Operating Officer and Performance and Information Director.

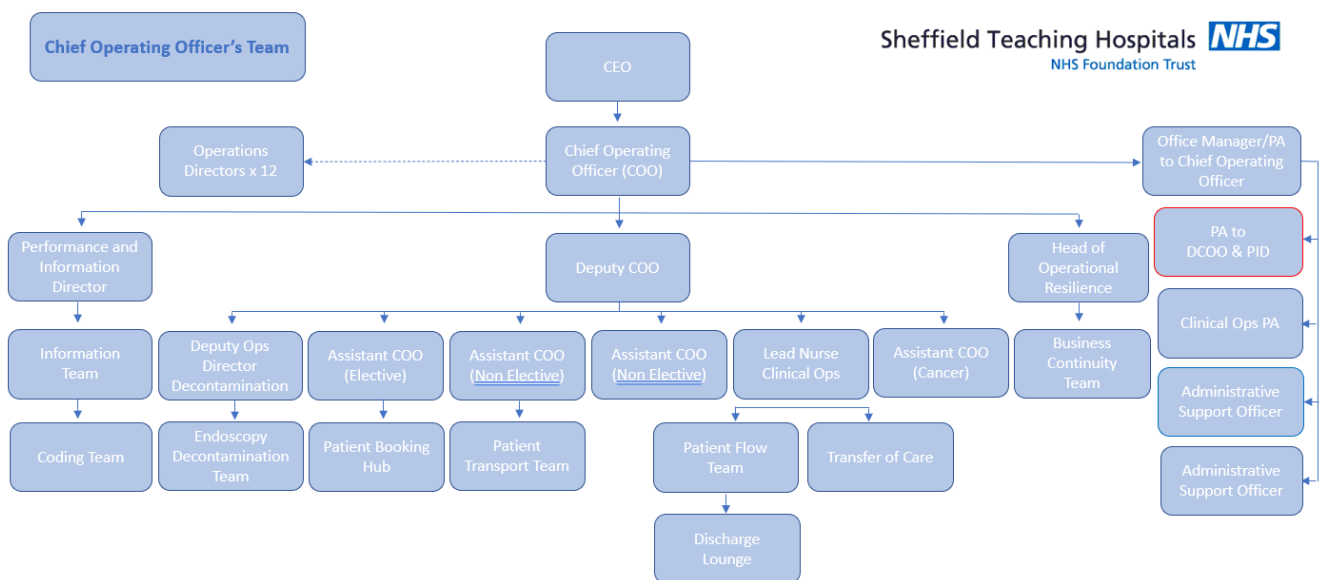
3. Role of the Department

The Office of the COO is a busy and diverse department, with the Executive Director being responsible for the operational delivery of the Trust. As a result, the office is a fast paced, patient focused service which works closely with clinical, managerial and administrative teams across our organisation to support delivery of high quality care for our patients.

There are daily contacts with a wide range of senior managers and staff from all directorates within the Trust and many external organisations.

The PA is required to work on a daily basis with personnel up to Chief Executive / Chairman level as well as key external parties, often handling sensitive information and requiring the need to prioritise at speed.

4. Department Chart



5. Main Duties and Responsibilities

- To manage the office of the Deputy Chief Operating Officer and Performance and Information Director including all functions led from that office.
- To prioritise and manage own workload and to have determination and resilience in meeting objectives and deadlines and maintaining a fast pace of work.
- To manage the diaries and e-mail inboxes of the Deputy Chief Operating Officer and Performance and Information Director, highlighting key issues in a timely manner. Coordinate a realistic diary that combines availability for key meetings with sufficient time for travel, preparation, and the delivery of key pieces of work.
- To be the first contact point for external and internal parties, co-ordinating queries, and responses to ensure that enquiries are dealt with in a timely, efficient, tactful, professional, and courteous manner.
- To deal with telephone enquiries from both internal (members of staff) and external (patients, relatives, other organisations, and companies) parties on behalf of the Directorate

Team, and to deal with correspondence on behalf of the Deputy Chief Operating Officer and Performance and Information Director. This will include personally initiating replies and drafting responses.

- f. To deal with sensitive and confidential business on behalf of the Deputy Chief Operating Officer and Performance and Information Director and act as appropriate.
- g. Devise systems for accurate recording of personal files of Senior Leadership Team, ensuring accurate monitoring of annual leave, carers' leave, study leave and sickness monitoring. Compile sickness reports and highlight problems to the Deputy Chief Operating Officer and Performance and Information Director and organising Occupational Health assessments if appropriate.
- h. Devise and run systems for ensuring all Managers have their annual appraisal, PDR, and appropriate training. Monitor appraisals for the Directorate, prompting Line Managers when appraisals are due and creating reports to reflect this.
- i. Organise, operate, and develop appropriate comprehensive filing systems e.g., bring forward system, general correspondence, plus storage of electronic data.
- j. Maintain an up-to-date diary for room bookings, including booking of equipment e.g., Projectors, flip chart, and laptop etc., for Management meetings and interviews.
- k. To create documents in different formats from digital dictation for presentation to a range of audiences.
- l. To attend meetings as directed by the Deputy Chief Operating Officer and Performance and Information Director to take minutes.
- m. To coordinate the flow of clinical invoices, ensuring they are checked and brought to the service manager for sign off or discussion of any queries.
- n. To be the Lead Administrator for the Training & Leave, PALMS and ESR databases ensuring records are up to date and accurate for all Managers. Providing comprehensive reports as and when required.
- o. To organise the Trusts Operational Management Group Meeting (OMG), co-ordinating input from managers and ensuring key actions and concerns are addressed.
- p. To co-ordinate major events/conferences, organising hotel and travel arrangements, liaising with external venues, and ensuring expenses/invoices are processed through the system.
- q. To participate in an annual review of performance against agreed standards and targets.
- r. Carry out any projects as required by the Deputy Chief Operating Officer and Performance and Information Director.
- s. To represent the Directorate on Trust projects where necessary.

- t. Work alongside the PA (Clinical Operations), ensuring that cross cover is fully provided.

6. Financial Management Responsibilities (including estimated size of budget)

N/A

7. Human Resources Management Responsibilities (including numbers and grades of staff)

- a) Training/Coaching of staff within the COO Admin Team.
- b) Action leave requests for department managers.
- c) Report sickness absence for department managers.
- d) Maintain leave/sickness records for department managers.

8. Asset Management Responsibilities (i.e. stock, equipment, buildings)

Take responsibility for the safe use and maintenance of equipment e.g. pc, printer and photocopier.

Maintain stocks and requisition supplies using the Integra system.

Be aware of an individual's health and safety responsibilities at work and report any risks or potential hazards to the Risk Assessor or Office Manager.

9. Working Relationships (please identify the main personnel with whom the postholder will be required to communicate with and advise internally and externally)

- a) Within the Trust:
 - COO Directorate
 - Executive Directors, Chief Executive & Chair
 - Trust Executive PA's
 - Non-Executive Directors
 - Governors of the Foundation Trust
 - Operations Directors, Nurse Directors and Clinical Directors and their admin support
- b) External Organisations:
 - Members of the Public
 - Integrated Commissioning Board, Place partners and Health and Care Partnership Other NHS
 - Trusts in Sheffield/all other regions
 - Department of Health, NHSI/NHSE
 - Sheffield City Council

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