

Job title: Executive Assistant to the Chief
Executive and Chief Nurse
(Maternity cover)

Band: 5

Department: Trust Executive Team

Division: Corporate

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Letter from Theresa Murphy, Chief Nurse

Thank you for expressing an interest in working here at East & North Hertfordshire NHS Trust.

East and North Hertfordshire NHS Trust is a very special organisation. Our teams are amazing, and this has been demonstrated even more so during the unprecedented challenges brought about by the Covid-19 pandemic. Our ability to be flexible and innovative in the way in which we work and deliver our services to our catchment has never been more important than it is now.

We are a large acute Trust which operates across four sites; acute services are offered at the Lister Hospital; specialist cancer services at the Mount Vernon Cancer Centre (MVCC); and non-acute services offered at Queen Elizabeth II and Hertford County hospital. We underwent an extensive £150m reconfiguration some years ago which saw all inpatient and complex services centralised at the Lister.

We are an organisation with a strong culture of positive values and our ambition is to provide high-quality, compassionate care to our community in all that we do, including patient experience, clinical outcomes, patient safety, and financial sustainability.

We have many great people working for us doing all sorts of roles, ranging from porters to doctors, from administrators to nurses, and everything in between. But we all share one vision – we put our patients at the heart of everything we do.

We are looking for a motivated Executive Assistant who learns rapidly, takes responsibility and who can efficiently support and organise our work life, understanding the demands of a Board member working across the NHS system. Work will be fast paced and intense. We are compassionate, open, and values-based leaders who support colleagues to learn and continuously improve. The ability to juggle constantly changing priorities is essential.

If you decide to apply, you will be joining us at an incredibly exciting time as we continue our transformation journey. We hope very much, that after reading this pack, you will want to join us on that journey.

We wish you the best of luck in your application.



Adam Sewell-Jones
Chief Executive

Benefits

As a Trust employee, you can access a range of financial and non-financial benefits to support our staff in all aspects of their life.

Wellbeing:

- Get confidential advice and support on personal, work, family, and relationship issues, 24/7, from our Employee Assistance Programme
- Offers and discounts at local gyms
- In-house Health at Work service with advice line and self-referral facility for staff as well as signposting and access to other support, such as weight management clinics and physiotherapy
- On site workplace pharmacy at Lister offering a minor ailment service, flu vaccinations, travel clinic, sexual health, smoking cessation, and health check services.
- Opportunity to discuss ideas, problems or concerns easily and anonymously with our Speak in Confidence service

Travel:

- Save up to 30% on a new bicycle through our Cycle to Work scheme
- Reduced staff car parking costs through our Car Sharing scheme
- Discounts on local buses and trains
- Competitive rates through our car lease scheme
- Inter-site transport minibus which includes shuttle to Stevenage Railway Station

Work/Life Balance:

- Pursue different interests with the security of employment on your return from your break of 3 months to 5 years with our Career Break scheme
- Generous annual leave with additional days awarded for long service
- A variety of different types of paid and unpaid leave covering emergency and planned leave, such as special leave/ emergency leave/carers leave, through our Special Leave policy
- A Retire and Return scheme, enabling you to draw your pension whilst continuing to work for us after a short break
- Options for flexible working to provide you with a healthy work/life balance such as part time working, term time only, compressed hours (subject to service requirements), and flexible work schedules

Financial:

- Discounts on restaurants, getaways, shopping, motoring, finance through a variety of providers
- Access to the NHS Pension Scheme, providing generous benefits upon retirement, as well as a lump sum and pension for dependents

Learning and Development

- Extensive range of learning and development opportunities, including coaching, for both clinical and non-clinical topics
- Access to our Grow Together scheme, ensuring that you have meaningful, quality conversations with your manager about what matters to you and your development
- We fully encourage our staff to develop to their full potential and are supportive of secondments, acting up opportunities and all learning and development activities.

Other:

- Local and Trust wide staff award schemes where staff are nominated and recognised by their colleagues and peers for their hard work
- Assistance in relocating for some staff with our Relocation Policy

Our vision, mission, and values

Our vision is:

“To be trusted to provide consistently outstanding care and exemplary service”

Our mission is:

Providing high-quality, compassionate care for our communities

Our values are:

Include



We value the diversity and experience of our community, colleagues and partners, creating relationships and climates that provide an opportunity to share, collaborate and grow together

Respect



We create a safe environment where we are curious of the lived experience of others, seek out best practice and are open to listening and hearing new ideas and change

Improve



We are committed to consistently delivering excellent services and continuously looking to improve through a creative workforce that feels empowered to act in service of our shared purpose

Job description

Job title:	Executive Assistant to the Chief Executive and Chief Nurse
Band:	5
Department:	Trust Executive Team
Base:	Lister Hospital, Stevenage (You may be required to work on a permanent or temporary basis elsewhere within the Trust)
Responsible to:	Chief Nurse
Responsible for:	N/A
Contract type:	Fixed term – 12-month maternity cover

Job summary:

- Provide confidential and comprehensive support to the Chief Executive and Chief Nurse.
- This will include secretarial, administrative, and clerical support such as diary management, preparing presentations, meeting management including agenda preparation, note/minute taking and production of action plans.
- Report to senior leaders with regards to team and individual performance.

Main responsibilities:

- Recognise the importance, confidential and sensitivity of issues and at all times act using the utmost discretion.
- Communicate with tact, understanding and discretion with members of the public/patients/carers when dealing with enquiries/complaints.
- Act as first point of contact for all communications and deal with all such communications appropriately, including exchange of sensitive information.
- Respond to all queries, correspondence, and telephone calls in a timely and professional manner.
- Initiate action where possible and report progress as appropriate.
- Employ judgement to ensure that messages and actions are prioritised and brought to the attention of the senior management team with any relevant supporting information.
- Receive and screen all incoming mail, obtaining any relevant background information. On behalf of the Chief Executive and Chief Nurse, prepare / commission draft responses as necessary, identifying appropriate action or referral. Initiate follow-up action where necessary.
- Manage incoming emails ensuring briefings and follow up actions take place and deadlines are met.
- Effectively manage the diary of the Director/Deputy Director, prioritising meetings / appointments as necessary, ensuring sufficient work / reflective time.
- Plan for situations, which are known, and to be able to re-prioritise work to accommodate unexpected situations and interruptions.
- Organise conferences /events, including organising speakers, sourcing venues, inviting participants and guests, devising, and sending details of confirmation of booking and joining instructions etc.
- Co-ordinate the rolling programme of performance and development reviews and 1:1 meetings, scheduling meetings and ensuring the Director/Deputy Director have relevant information.

- Prepare well-presented PowerPoint decks on behalf of the nominated Director/Deputy Director using information from reports, Qlikview and other sources.
- Undertake preparation of committee reports, including collation and copying information, circulation of papers etc. This will be at a Divisional, Integrated Care System and Board level.
- Prepare and distribute agendas and papers for Committees and other procedures and timescales. This should be completed in discussion with the relevant Chair and/or Trust Secretary.
- Take and transcribe accurate minutes of formal meetings in a timely fashion, taking into account the data protection act and freedom of information, ensuring that all follow-up action is taken, and action logs completed accordingly.
- Arrange appointments and organise the diary establishing and maintaining suitable 'bring forward' systems to ensure that future activities or requirements are not overlooked.
- Establish and maintain effective, accurate and where appropriate, confidential filing systems and databases, ensuring files and specific information can be easily retrieved.
- Optimise IT applications by effectively using all aspects of Microsoft applications to produce accurate and well-presented documentation, presentations, development of spreadsheets etc.
- Undertake the Health and Safety responsibilities according to the nominated role.
- Deputise for the Trust Secretary for minute taking Board Committees if required, ensuring adequately and appropriately reflect the Board deliberations.
- Assist with the maintenance and development of the relevant pages of the Trust intranet and website as required.
- Support nominated Directors / Deputy Directors in delivering projects as required; including collating, analysing, and manipulating data in order to compile high quality reports for senior managers, often at short notice.
- Support the Chief Nurse in their role in maintaining high professional standards including recording the NMC referrals and ensuring responses are sent back to the NMC meeting all deadlines.
- Planning, scheduling, controlling, and reporting projects activities by developing and maintaining action plans using MS Office Software.
- Developing high quality presentations based on the nominated Director's / Deputy Director's brief using Microsoft Packages.
- Collating, preparing, and distributing of high-quality, timely planning and monitoring documentation e.g., project plans, action logs, risks and issues logs.
- MS Teams - use MS Teams to support Director/Deputy to organise and run effective meetings/learning events, including slide/PowerPoint presentations.

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time in the lights of changing circumstances and in consultation with the job holder.

Supplementary job description information:

Confidentiality

Each of us have a personable responsibility and liability under the Data Protection Act 2018 around the confidential nature of our jobs. Details of a confidential nature, including information relating to patients or staff, must not under any circumstances be divulged to any unauthorised person. Breaches in confidence will result in disciplinary action, which may result in dismissal. In exceptional circumstances this could result in a prosecution for an offence or action for civil damages under the Data Protection Act 2018.

Health and Safety

You must take reasonable care of your own health and safety and that of other people who may be affected by acts of omission at work and to ensure that statutory regulations, policies, codes or practice and department safety rules are adhered to.

Sustainable Development

We recognise the need for a sustainable development strategy that focuses on reducing carbon emissions. We do this through:

- Reducing environmental impact achieved by greener waste disposal and travel, energy, and water consumption.
- Being a good community role model and supporter of the local economy
- Providing excellent value for money
- In order to reduce our carbon footprint, every single one of us must play a part in ensuring we are an environmentally responsible organisation. You recycle at home, we ask that you do the same simple things at work
- When you can, use public or inter-site transport, cycle between sites and claim for mileage
- Recycle all you can: paper, CDs, batteries – there are recycling stations throughout the Trust
- Always switch off lights, PCs, and other electrical appliances when not in use
- Don't waste water

Safeguarding

You must have regard to the need to safeguard and promote the welfare of children in line with the provisions of the Children Act 2004.

You must treat all patients with dignity and respect and ensure that vulnerable adults are safeguarded from abuse and neglect within the provisions of the Hertfordshire Safeguarding Adults from Abuse Procedure.

Infection Control

You are expected to take individual responsibility to ensure working practice is safe.

Equality, Diversity, and Inclusion

The organisations which make up Herts and West Essex Integrated Care System believe that fairness for people is fundamental to providing good care. We want to ensure that those who work with us and for us share this core value.

We are committed to equality, diversity and inclusion for all job applicants, staff, patients, and the wider community. We are continuing to develop the strength of our inclusive approach and creating a workforce which represents the diverse communities we serve is an important part of this.

We have agreed to:

- Work together to learn, celebrate and embrace diversity, end unfairness, discrimination, and racism, and embed these changes into our everyday work.
- Strive towards being an exemplar group of organisations for equality, diversity, inclusion, fairness and belonging
- Commit to value all people and promote a culture of zero tolerance to all kinds of harassment, bullying, discrimination and racism in the workplace
- Pro-actively champion national and local policies and initiatives to address health and workforce inequalities
- Work in partnership with other professional and health and care organisations to embed these principles Work in partnership with other professional, health and social care organisations, trade union and voluntary sector organisations to embed these principles

Each organisation with the Herts and West Essex Integrated Care System has agreed to include this statement on their job descriptions so that staff and job applicants are aware of this commitment. Staff are expected to be supportive of these principles and to demonstrate this in everything they do at work, regardless of their role.

You are required to always demonstrate behaviours which support our commitment to equality, diversity, and inclusion, as detailed below, so that our workplaces are free from harassment and/or unlawful discrimination and where diversity is actively valued and celebrated.

Review

These guidelines are provided to assist in the performance of the contract but are not a firm condition of the contract. The job description will be reviewed as necessary to meet the needs of the service, in consultation with the post holder.

Person specification

Requirements	Essential	Desirable
Qualifications / Training <ul style="list-style-type: none"> • Able to demonstrate a good level of general education to Grade C and above GCSE level in Mathematics and English or equivalent • RSA III or equivalent and/or Word Processing • NVQ Level 3 Administration qualification or equivalent • Advanced IT Skills in MS Office, including MS Outlook & MS Teams • Audio Typing • Secretarial qualifications • Minute taking qualification 	Y Y Y Y	 Y Y Y
Previous Experience <ul style="list-style-type: none"> • Substantial experience in use of IT systems e.g. Word, internet, Excel, PowerPoint, MS Outlook & MS Teams • Experience of working to tight deadlines and under pressure • Experience of negotiating and obtaining information • Experience of analysing and presenting data • Experience of line management • Previous experience of working as a Personal Assistant • Experience of working in the NHS • Previous experience of supporting at Director Level 	Y Y Y Y Y Y Y	 Y Y
Skills <ul style="list-style-type: none"> • Ability to work as part of a multidisciplinary team and establish good working relationships at all levels • Ability to arrange and minute meetings, develop agendas and supporting documents, chase actions etc • Ability to work and act on own initiative • Ability to demonstrate excellent communication skills both verbal and written • Ability to work to tight deadlines and under pressure • Ability to complete tasks and projects on time and to a high standard, demonstrating a can-do attitude • Excellent organisational skills • Proactive – to anticipate difficulties and deal with them with minimal reference to the Directors • Ability to work in a highly demanding and pressurised environment • Ability to deal with challenging situations • Ability to manage and organise own workload • Regularly demonstrates a positive attitude and is patient focused ensuring that the needs of our patients are maintained and managed appropriately 	Y Y Y Y Y Y Y Y Y Y Y	

Other requirements <ul style="list-style-type: none">• Willingness to work flexibly• Understanding of, and commitment to, equality, diversity• Role model our Trust values every day• Resilience	Y Y Y Y Y	
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