



Lincolnshire Partnership
NHS Foundation Trust

JOB DESCRIPTION

Personal Assistant (PA)

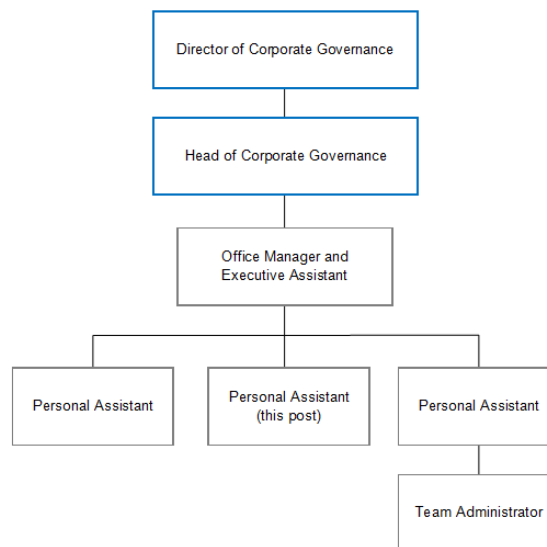
REVIEWED

April 2021

LINCOLNSHIRE PARTNERSHIP NHS FOUNDATION TRUST

JOB DESCRIPTION

1. Job Details Job Title: Personal Assistant (PA) Pay Band: Band 4 Reports to (Title): Office Manager and Executive Assistant to Trust Chair and Chief Executive Accountable to (Title): Office Manager and Executive Assistant to Trust Chair and Chief Executive Location/Site/Base: Trust Headquarters
2. Job Purpose To provide efficient and effective secretarial and administrative support to the Executive Team and specifically to two executive directors. To provide efficient and effective administrative and minuting support to Board Committee and subgroup meetings. The postholder will be expected to act on their own initiative and provide cross cover/support for other team members as necessary, in order to facilitate effective service function.
3. Nature of the Service Lincolnshire Partnership NHS Foundation Trust provides specialist mental health, learning disability and Autism services across Lincolnshire and some specialist services outside of the county. Services are delivered by multi-disciplinary teams of professional and support staff within a framework of functional line management. In addition, the Trust has strong working relationships and arrangements with the Lincolnshire health and social care system, third sector and voluntary organisations and stakeholders.
4. Organisation Chart



5. Duties

- To produce accurate, high quality correspondence, reports and other documents, many of which are non-routine, as required using digital systems (Microsoft Teams and office packages).
- To provide a full and efficient secretarial and clerical service to Directors, including dealing with incoming and outgoing mail (both by electronic and postal means).
- To ensure good communication flows, both internally and externally, on behalf of the Directors.
- Develop a positive working relationship with Directors and put in place key systems to enable the Directors to have access to all necessary documentation, when working on and off site
- Handle incoming and outgoing telephone calls in a polite and efficient manner, responding appropriately to callers including Trust staff, system partners, regulators and external organisations, maintaining strict confidentiality at all times.
- To provide and receive sensitive and sometimes potentially contentious information on behalf of the Executive Team in a courteous manner, maintaining confidentiality at all times.
- To maintain diaries, to both maximise and ensure most effective use of Directors' time, arranging appointments and meetings as necessary and to have the ability to deal with short notice planning and last minute changes.
- Receiving, prioritising and organising appropriate action/distribution of incoming and outgoing mail (including e-mail) and monitoring and action as appropriate e-mails received by the Directors.
- Maintain all records, both paper and electronic, in accordance with Trust Records and IG procedures and instituting systems and version control maintenance where required.
- To provide an efficient and comprehensive administration service for those meetings detailed in this job description, including: preparation and circulation of agendas and supporting documentation and supporting the use of meeting technologies where appropriate.
- Attending meetings and producing high quality and timely minutes, ensuring all attendees are clear of any actions that arise from these meetings.
- To organise meetings on behalf of Directors and where required, attend meetings and take minutes.
- To support the Trust's vision to become paperless and encourage Directors to do the same.

- Recognise the importance of maintaining strict confidentiality in respect of information regarding patients and staff and adhere to the Data Protection Act.
- Introduce and implement new policies, systems and procedures in relation to the smooth running of the office.
- To comply with Health and Safety Policies, reporting all accidents and incidents to the appropriate manager.
- To undertake mandatory training and participate in the appraisal process and in suggested initiatives for personal development.
- To assist with the recruitment of and supervision, as required, in accordance with policy, and ensure that the post holder undertakes mandatory training and participate in the supervision and appraisal process.
- To act on behalf of senior staff in their absence by making rapid and accurate assessment of urgent / delicate situations and disseminating or referring for advice to appropriate personnel, as required, in order to ensure deadlines are met.
- To be responsible for authorising non-pay budgets as delegated by Directors, as per the Trust's purchasing policy, and ensure that all equipment and resources within the department are maintained and work effectively at all times.
- To monitor sickness and absence and complete Healthroster for Director direct reports, producing reports and statistics as required.
- Assist the Directors by researching, obtaining and preparing information for the production of reports and other documentation as required.
- To provide cover in the absence of PA colleagues to ensure continuity of an efficient and effective administrative service to the Executive Team.
- To recognise the need for flexible working and be willing to undertake extra duties as and when required that are commensurate with the grade and responsibilities of the post, including providing cover for other admin staff within the service.

6. Skills Required for the Post

Communication and relationship skills

- Good communication and personal skills: calm, friendly, efficient.
- To have a positive working relationship within the team and the Trust and put into place systems which enable and enhance communication
- Always act in a professional and responsible manner with customers, service users and colleagues, using appropriate language and communication skills, which acknowledge barriers to understanding, cultural differences and diversity.
- Maintain strict confidentiality of routine and complex information at all times.
- To manage and direct calls from anxious and upset complainants, service users and carers.

Analytical and judgement skills

- When receiving information judgements are required to deal with the enquiries.
- Frequently analysing the facts and situations to provide a service and solution for any problems.
- To be able to manage own workload and prioritise within timescales and use initiative where appropriate and resolve conflicting diary appointments and schedules.

Planning and organisational skills

- Able to demonstrate excellent organisational and time management skills.
- Plan and organise straightforward and complex information and administrative processes

- Use own initiative and consult with managers to adjust these processes as the work dictates, making use of advances in technology.
- Arrange meetings on a regular basis and manage diaries.
- To organise own workload and other members of the administrative team, in the absence of colleagues.

Physical skills

- The post holder will require experience utilising a computer and Microsoft office packages and have keyboard skills. There will also be a combination of sitting, standing and walking and may be in a restricted position when filing but should be able to get up and move around.

7. Responsibilities of the Post Holder

Responsibilities for direct/indirect patient care

- Provide and research information for Directors as required.

Responsibilities for policy and service development implementation

- Carry out safe practice in accordance with local and Trust-wide policies and procedures, commenting on policies, procedures and developments as necessary.
- Introduce and implement new policies in relation to the smooth running of the department.
- Adapt and develop systems and services to meet changing requirements.

Responsibilities for financial and physical resources

- Ensure that stationery and office equipment stock and supplies are sufficient.

Responsibilities for human resources (including training)

- Demonstrating own tasks to new or less experienced employees within the team.
- Day to day supervision and management of an Apprentice.
- Requirement to complete mandatory training.

Responsibilities for information resources

- Take/transcribe any formal minutes and notes of meetings.
- Demonstrate an advanced knowledge of Microsoft programmes.
- Use available meeting technology resources.

Responsibilities for research and development

- Undertake/complete any surveys or audits as necessary to own work, for example staff surveys.
- Interrogate systems on behalf of Directors.

8. Freedom to Act

- Organise own tasks and that of junior admin staff and prioritise workload within procedures to appropriate standards and expected outcomes.

- Respond to enquiries within prescribed instructions on behalf of Directors in their absence.

9. Effort and Environment

Physical effort

- Frequent sitting for processing information or standing in a restricted position. Computer based processing and input for a substantial proportion of working time. Occasional driving to training or meetings.

Mental effort

- Frequent concentration required for various tasks including transcribing minutes or typing complicated documentation. Also a daily routine of work that can be unpredictable.

Emotional effort

- Occasional exposure to distressing or emotional circumstances, when typing/reading correspondence of a distressing nature, providing support where required.

Working conditions

- A computer based role (use of VDU Equipment) more or less continuously involving the use of Microsoft packages for a substantial amount of time.
- Lone working at times with support via Microsoft Teams and/or telephony.

10. Equality and Diversity

All staff through their behaviours and actions will ensure that our services and employment practices are respectful of individual needs and differences including those characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex and Sexual Orientation).







11. General

You must uphold the Trust's Vision, Values & Behaviours:

Our vision

To support people to live well in their communities

It starts with me...

Values	Behaviours
 Compassion Acting with kindness	Treating people with respect, showing empathy and a desire to be helpful. Paying attention to others and listening to them. Responding appropriately, being mindful of the language we use to do this.
 Pride Being passionate about what we do	Challenging poor practice. Being a patient and carer advocate. Recognising and praising good care.
 Integrity Leading by example	Doing what I say I am going to do. Being honest. Taking responsibility for my actions.
 Valuing everybody Using an inclusive approach	Supporting every person however different to me to achieve their best. Challenging discrimination and supporting others to understand why it is everybody's business to do this. Recognising and challenging my own assumptions.
 Innovation Aspiring for excellence in all we do	Using service improvement methodology. Learning with people who use our services, research, best practice and evidence. Sharing the learning internally and contributing to research where relevant.
 Collaboration Listening to each other and working together	Working in partnership to promote recovery, supporting and encouraging independence. Working as one team. Valuing lived experience as an equal partnership.

In addition you must:

- Highlight concerns in accordance with the Trust's Speaking Up Procedure where it is felt poor practice or general wrong doing has not been dealt with appropriately. Staff may make such disclosures without fear of criticism or retribution.
- Maintain an awareness of information governance and information security related issues and ensure compliance with Trust Records and Information Policies.
- Participate in management supervision and annual appraisal processes and undertake mandatory training and personal development as required of the post.
- Take personal responsibility for your own health and safety at work, in accordance with Trust Policies and Procedures, in particular Security, Health and Safety and Risk Management.
- Be committed to safeguarding and promoting the welfare of children, young people, vulnerable adults and people experiencing domestic abuse, both as service users and visitors to Trust premises. All staff have an absolute responsibility to safeguard and promote the welfare of children and adults. The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities. They must be aware of their obligation to work within and do nothing to prejudice the safeguarding policies of the Trust.
- This job description is not exhaustive and as a term of employment you may be required to undertake such other duties as may reasonably be required.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	HOW ASSESSED (e.g. application form, interview test, reference)
Qualifications	<ul style="list-style-type: none"> • RSA III / Diploma level qualification in Word processing and shorthand or equivalent in typing/word-processing. • NVQ 4 in Business Administration or equivalent. • Audio Typing • English 'O' level/GCSE or equivalent. • Willingness to undertake additional training as necessary. 	<ul style="list-style-type: none"> • Shorthand RSA III. • Shorthand skills of at least 60wpm 	Application Form Interview Test (if applicable)
Experience	<ul style="list-style-type: none"> • Relevant experience with all Microsoft 'Office' packages. • Relevant secretarial experience • Experience of supervising staff • Experience in working with senior managers and in managing confidential issues and matters. • Excellent organisational and time management skills • Experience of co-ordinating and delegating work. 	<ul style="list-style-type: none"> • Diary Management including electronic diary management. • Previous experience in a medical or NHS setting. 	Application Form Interview Test (if applicable) .
Skills and Competences	<ul style="list-style-type: none"> • Excellent organisational skills. • Diary management skills. • Ability to take and produce formal minutes of meetings at a senior management level • Ability to deal with difficult situations and under pressure with tact and diplomacy • Ability to adapt to change and to develop services and systems to meet changing requirements. 		Interview Testing Reference

	<ul style="list-style-type: none"> • Must be reliable and able to work under pressure and to deadlines. • Ability to work on own initiative and with minimal supervision and to deliver to deadlines. • Time management skills and able to prioritise workload of self and others. • Excellent communication skills both written and verbal • Good telephone manner. • Ability to maintain confidentiality. • Approachable, adaptable and flexible. • To be able to travel without the use of public transport to participate in meetings and training in other parts of the county. 		
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