Executive Assistant to Director of Workforce & Chief Quality Officer
Medway NHS Foundation Trust
Come and join us at Medway NHS FT

Whether you’re a porter or a nurse, a pharmacist or a housekeeper, a doctor or an IT expert, you can have a vital role to play in providing care for almost half a million people from the Medway towns and Kent more widely.

We’re the largest hospital in Kent and we do a huge amount here; looking after the 100,000 people who come to our emergency department, delivering 5,000 babies and carrying out 22,000 operations each year. We use two million items of bedding each year and serve half a million cups of tea.

We have a team of over 4,000 highly skilled and dedicated people, united by a passion for providing brilliant care for the thousands of patients that pass through our door each day. As the largest employer in Medway, we are all committed to doing our best for the local community and working with a whole range of partners to improve public health across the area.

We have had some challenging times at Medway but we’ve delivered significant improvements in recent months and the future looks bright. Our aim is to be the best and we hope you will consider joining us and helping us to achieve that.

Lesley Dwyer
Chief Executive Officer
JOB DESCRIPTION

Role: Executive Assistant to the Director of Workforce & Chief Quality Officer

Banding: AfC Band 5

Directorate: Management team

Responsible to: Trust Secretariat Manager/EA to CEO
Accountable to: Director of Workforce and Chief Quality Officer
Hours: Full time 37.3 hours per week

Job Purpose:

To provide a high calibre, comprehensive secretarial service and administrative support to the Director of Workforce & Chief Quality Officer at Medway Maritime Hospital and to ensure the efficient and effective organisation of both these offices. The post holder is responsible for a full range of duties and is expected to maintain complete confidentiality at all times and to represent the Trust in a professional, efficient and courteous manner.

Organisational Structure

Key Responsibilities

- Responsible for the provision of an efficient, high quality and confidential business, administrative and personal assistant support service to the Director of Workforce and Chief Quality Officer.

- Take initiative in prioritising and managing the Director of Workforce and the Chief Quality Officer own workload to meet specific deadlines.

- Manage, provide and maintain a high level of PA/secretarial services to the Directors as required, in the production of reports, business papers, spreadsheets, presentations and other documents. Adhering to deadlines and accurately assimilating information in the production of reports and correspondence and be responsible for all organisational requirements for the smooth running of the Director of Workforce and the Chief Quality Officer’s office. Streamline systems and processes as appropriate to allow the free flow of information with the minimum of bureaucracy.

- Manage complex and sensitive business on behalf of the Director of Workforce and the Chief Quality Officer; problem solving, ability to take responsibility and think independently, respond to sudden unexpected demands in the Directors absence linking with members of the Senior Management team as appropriate.
To use autonomous judgement and initiative to manage the response to the Director of Workforce and the Chief Quality Officer incoming correspondence (i.e. post, emails) and telephone calls. Some of which will be contentious, complex and sensitive, identifying those which are a priority and handling them accordingly, redirecting to appropriate person for action, replying on behalf the Director of Workforce and the Chief Quality Officer, drafting responses and sending these to a range of colleagues/organisations for information/action. Operate a “bring forward” system.

To receive visitors in a friendly manner with tact and discretion. Act as a first point of contact for all communication and personal contacts.

Diary Management – responsible for managing and maintaining the smooth running of the Director of Workforce and Chief Quality Officer’s diary using independent judgement to prioritise the Director of Workforce and Chief Quality Officer’s work schedule in accordance with changing priorities, liaising and negotiating with all relevant parties in an efficient and effective way.

Ensuring regular liaison with the Director of Workforce and the Chief Quality Officer, taking the opportunity to highlight any areas of concern and potential conflicts.

To provide a full administrative/secretarial service for meetings of a significant nature preparing agenda papers, taking and transcribing formal minutes, following up action and to be politically sensitive and have a sound knowledge of issues under discussion and organising meetings, booking rooms/venues, arrange hospitality.

To ensure the Director of Workforce and the Chief Quality Officer are fully briefed in advance of their meetings with relevant paperwork/agenda’s.

Acts as a first point of contact for all communication and personal contacts.

Set and ensure that deadlines are met by monitoring of progress and follow up where necessary

Responsible for and play a key role in internal/external communication, developing effective networks and effective communication with individuals and other organisations regarding the activities of the Director of Workforce and Chief Quality Officer’s offices.

Responsibility for monitoring large blocks of work and supporting discreet projects on behalf of the Director of Workforce and the Chief Quality Officer.

Act as a focus for a wide range of queries about the Directorates from internal and external sources, ensuring that all enquiries are personally handled in a professional, courteous and effective manner, or redirected as appropriate.

To receive, screen and make telephone calls on behalf of the director. This will include dealing with enquiries from outside sources, resolving enquiries when possible taking messages or redirecting calls as appropriate and ensuring that adequate and timely action is taken.

Responsible for all organisational requirements for the smooth running of the Director of Workforce and the Chief Quality Officer’s activities.

Organise travel/accommodation requirements and process travel/expense claims and invoices.
• In all matters inform the Director of Workforce and Chief Quality Officer of actions taken on their behalf.

• Provide cover for annual/sickness leave for the other Executive Personal Assistant’s as necessary for the efficient working of the Trust as a whole.

• Help to ensure the Executive Personal Assistant team works together as a team and provide help to any of the Executive Directors and other members of the Trust Board when necessary.

### Key Working Relationships

<table>
<thead>
<tr>
<th>Internal</th>
<th>External</th>
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<tbody>
<tr>
<td>All Trust Board members</td>
<td>Other NHS Trusts</td>
</tr>
<tr>
<td>All Council of Governor members</td>
<td>Local and National Commissioning Boards</td>
</tr>
<tr>
<td>General Managers</td>
<td>Department of Health Officials</td>
</tr>
<tr>
<td>Senior Managers</td>
<td>CQC officials</td>
</tr>
<tr>
<td>Clinical Directors</td>
<td>Members of Parliament</td>
</tr>
<tr>
<td>Heads of Nursing</td>
<td>Members of the public</td>
</tr>
<tr>
<td>Other Executive Personal Assistants with the team</td>
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<tr>
<td>All secretarial staff within the Trust</td>
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### Main Conditions of Service

#### Registered Health Professional

All staff who are members of a professional body must comply with standards of professional practice / conduct. It is the post holder’s responsibility to ensure they are both familiar with and adhere to these requirements. Registered Nurses must maintain professional registration with the Nursing and Midwifery Council (NMC) and in line with the Trust Professional Registration with Regulatory Bodies Policy.

From April 2016 there will be a requirement for all registered nurses to revalidate in line with guidance from the NMC.

#### Our Vision and Values

All staff must commit to our Vision and Values and exhibit behaviours in line with our new Values.

- **Bold**
  - *We are inspiring and ambitious*

- **Every Person Counts**
  - *We are respectful and supportive*

- **Sharing and Open**
  - *We are open and speak up*

- **Together**
  - *We are inclusive and responsible*

#### Mandatory Training

All staff must complete on-going mandatory and role-specific training pertinent to their post, and this should be confirmed with their line manager.
Quality Assurance

The Medway NHS Foundation Trust has adopted comprehensive quality assurance, and all members of staff employed by the trust are expected to play their part. The aim is to provide a good quality service, which the customer accepts is appropriate and which is provided in the best possible way.

Health & Safety

Staff are required to observe local Health & Safety arrangements and take reasonable care of themselves and persons who may be affected by their work.

Equal Opportunities

Staff are required to comply with the Medway NHS Foundation Trust's approach to equal opportunities and treat everyone the same, regardless of their gender, race, disability, marital status, religion or belief, sexual orientation, gender reassignment or age.

Risk Management

All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the Trust's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses in order to improve services. Post holders must also attend training identified by their manager, or stated by the Trust to be mandatory.

Infection Prevention and Control

All post holders have a personal obligation to act to reduce healthcare associated infections (HCAIs). They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAIs. All post holders must comply with Trust infection screening and immunisation policies as well as be familiar with the Trust's Infection Control Policies, including those that apply to their duties, such as Hand Hygiene Policy and Trust procedures for use of personal protective Equipment, safe procedures for using aseptic techniques and safe disposal of sharps.

Information Governance

Staff are required to keep all patient and staff information confidential unless disclosure is expressly authorised by your employer. Misuse of or a failure to properly safeguard any data considered to be confidential may be regarded as misconduct/gross misconduct and a disciplinary offence.

Patient Experience

Staff should ensure that they help to create a positive patient experience at all stages of a patient’s interaction with the hospital and help to improve the patient experience within the hospital environment.

Safeguarding Children and Vulnerable Adults

The Trust is committed to the protection of children, young people, their families and vulnerable adults accessing its services. Promoting the message that “safeguarding is everyone’s business” is vital to ensure our patients are protected and safe from abuse. To this end you must comply with Trust's and the Kent and Medway Safeguarding Board’s policies on safeguarding children, young people and vulnerable adults. All staff no matter
where they work or which age group of patients they work with must be aware of their responsibility to act when they feel a child, young person or vulnerable adult has been or is at risk of abuse.

Disclosure and Barring Service

The position you have applied for may have been identified as being an 'eligible position' under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 [the Exceptions Order] and, in certain circumstances, the Police Act 1997. As such, it may meet the eligibility criteria for a standard or an enhanced disclosure to be requested through the Disclosure and Barring Service (DBS).

Uniform

All staff must adhere to the Trust Nurses / Midwives Uniform Policy

Job Description

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

Smoke Free Medway

Medway Maritime Hospital will become a smoke free site on Monday 17 October 2016. This means that from this date, smoking will be completely prohibited in all Trust buildings, grounds and car parks for patients, visitors, staff and contractors. This will ensure that the hospital is a better place to work and a better place for our patients to be treated.

If you are currently a smoker and would like to receive free stop smoking advice, please contact the Medway Stop Smoking Service on 07535 710329 or 0800 234 6805."
PERSON SPECIFICATION

The person specification sets out the essential qualifications, experience, skills, knowledge, personal attributes and other requirements which the post holder requires to perform the job to a satisfactory level. Without these qualities applicant cannot be appointed to the post.

Role: Executive Assistant to the Director of Workforce & Chief Quality Officer

| Qualifications                  | • Degree level or equivalent working experience  
|                                | • RSA I & II typing/word processing or able to clearly demonstrate equivalent advanced standard of work  
|                                | • Application  
|                                | • Interview  
|                                | • Reference  

| Knowledge                      | • Knowledge of a range of administrative and organizational procedures acquired through appropriate training to RSA level I & II or equivalent experience  
|                                | • Advanced Personal Assistant skills  
|                                | • Experienced within the Personal Assistant specialism although not necessarily within the NHS  
|                                | • Application  
|                                | • Interview  
|                                | • Reference  

| Values                          | exhibits behaviours in line with Trust Values:  
|                                | **Bold**  
|                                | *We are inspiring and ambitious*  
|                                | **Every Person Counts**  
|                                | *We are respectful and supportive*  
|                                | **Sharing and Open**  
|                                | *We are open and speak up*  
|                                | **Together**  
|                                | *We are inclusive and responsible*  

| Experience                     | • Organisation and servicing meetings of a significant nature including the taking of and writing up of formal minutes  
|                                | • Used to working in a busy environment and expertise across the full range of office systems and administrative procedures  
|                                | • Application  
|                                | • Interview  
|                                | • Reference  

![Best of care](logo.png)
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<thead>
<tr>
<th>Skills</th>
<th>Other Attributes</th>
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<tr>
<td>Excellent organisational, time management and inter-personal skills</td>
<td>Assertive but professional</td>
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<td>Excellent telephone manner</td>
<td>Effective organizer</td>
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<td>Excellent diary management skills and ability to manage a number of</td>
<td>Self-motivating and proactive, team player,</td>
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<td>diaries at any one time</td>
<td>excellent interpersonal skills, acts on own</td>
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<td>Ability to deal appropriately with aggressive/upset members of the</td>
<td>initiative</td>
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<tr>
<td>public/staff calling or attending the Director of Workforce &amp;</td>
<td>A calm and methodical approach.</td>
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<td>Chief Quality Officer’s offices</td>
<td>Proactive and resourceful</td>
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<td>Maintains a professional manner at all times</td>
<td>Flexible and adaptable to changing demands</td>
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<td>A high degree of accuracy and attention to detail</td>
<td>Ability to cope with tight deadlines</td>
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<td>The ability to deal effectively and confidently with both internal</td>
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<td>and external contacts whilst communicating complex and sometimes</td>
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<td>sensitive information</td>
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<td>Ability to work autonomously but able to recognize when it is</td>
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<td>appropriate to seek advice</td>
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<td>Ability to prioritise the workload and manage multiple, competing</td>
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<td>demands and projects</td>
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<td>Ability to deal with complex and challenging enquiries/complaints</td>
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- Application
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