

## JOB DESCRIPTION

- JOB TITLE:** Personal Assistant to Associate Director, HR, and Head of Health and Safety
- BAND:** Band 4
- LOCATION:** Sentinel House  
Travel to other Trust sites may be required to support the service
- ACCOUNTABLE TO:** Director of HR
- LINE MANAGER:** Associate Director, HR
- KEY RELATIONSHIPS:** All levels of staff within the HR Directorate  
Directors  
Senior Managers  
Trade Union Officers and Representatives  
Stakeholders  
External organisations
- HOURS OF WORK:** Full/Part-time hours considered. The post holder may be required to work flexibly to meet the needs of the service.
- JOB PURPOSE:**
- To take overall responsibility for the provision of a comprehensive and efficient Personal Assistant service.
  - To coordinate the workload of the Associate Director, HR, and Head of Health and Safety.
  - Provide support through the organisation, coordination and formal minute taking for the Health and Safety Committee, Inpatient Environmental Safety Group and team meetings.
  - To manage high-level coordination between staff at all levels of the Trust in order to produce papers and reports for meetings.
  - To create and maintain effective working relationships at all levels, internal and external to the Trust, including NHS and Non NHS organisations across the health community, locally and regionally.
  - To maintain timely and accurate outputs for all work.

### MAIN DUTIES AND RESPONSIBILITIES:

- 1.1 To ensure that secretarial, administrative and clerical support services are provided in a timely and efficient manner. This will include a wide range of duties from routine to exercising personal and professional initiative.
- 1.2 To manage and prioritise all incoming and outgoing correspondence, initiating responses on behalf of senior staff where appropriate.
- 1.3 To demonstrate a high level of discretion and confidentiality while ensuring that responses to deadlines are met.

- 1.4 To receive and respond to incoming telephone calls, redirecting them where appropriate and/or necessary. To make outgoing telephone calls at own discretion or as required by senior staff.
- 1.5 To plan for situations, which are known; and to be able to re-prioritise work to accommodate unexpected situations and interruptions.
- 1.6 To exercise initiative in responding to requests for information/action, including referral to appropriate senior staff, particularly in confidentially sensitive situations.
- 1.7 To select, retrieve and collate papers and information for meetings, enquiries and other activities of senior staff in an orderly and timely manner, and in relation to the high volume, complexity and sensitivity of the workload of those staff.
- 1.8 To coordinate the preparation of briefing papers and reports as required.
- 1.9 To manage correspondence for senior staff of the Directorate, either by post or e-mail, and to ensure that action required is undertaken within timescales and deadlines.
- 1.10 To maintain efficient electronic and paper based filing systems to comply with the needs of senior managers, good records management and the Data Protection and Freedom of Information Acts.
- 1.11 To be aware of the legal implications of the Data Protection Act and Freedom of Information Act and to ensure that own, and work of others in the Directorate, conform to requirements.
- 1.12 To develop and maintain databases, other basic information systems and internal forms for the use of staff of the Directorate to facilitate efficient and speedy working.
- 1.13 Coordinate and maintain core committee functions including formal minute taking.
- 1.14 To work independently on all aspects of the role, exercising maximum autonomy and control whilst recognising when it is appropriate to seek advice or assistance from a senior member of staff.
- 1.15 To provide support in the organisation and administration of functions and events in support of the objectives of the Trust.
- 1.16 To use computer networks effectively and on a daily basis, which will entail sitting in a restricted position for prolonged periods.
- 1.17 To perform tasks that require frequent periods of concentration, involving use of computers, planning and preparing documents.
- 1.18 To balance continuing and intense work against an unpredictable pattern of daily operational demands.
- 1.19 To manage conflicting demands within the job role on a regular basis.
- 1.20 To secure good and effective working relationships for the Directorate internally and externally.
- 1.21 Other specific responsibilities to be agreed with the postholder.

- 1.22 To work actively to develop good and effective working relationships with colleagues in the Trust and with individuals and organisations external to the Trust in order to facilitate collaborative working and mutually beneficial solutions to problems.
- 1.23 To act as an 'ambassador' for the Directorate in terms of telephone and in personal contacts and as a friendly and competent point of access to the Trust for outside organisations.
- 1.24 To work collaboratively with other Personal Assistants to ensure that Personal Assistant resources are used flexibly to meet the demand, including providing assistance in times of particular pressure in any area.
- 1.25 To assimilate, manage and communicate a wide range of information, some of which will be sensitive and complex and may involve matters relating to individual staff or patient matters or to matters of commercial confidence.
- 1.26 The post holder will be required to process Non Clinical Litigation matters which will include confidential staff data.
- 1.27 To provide adhoc administration support to the wider HR Business Partners and Health and Safety teams when required.

## **SECTION B: TERMS AND CONDITIONS OF SERVICE**

1. Dorset HealthCare has a range of clinical, operational, financial, health & safety, risk management, human resource, equality & diversity and other policies, procedures and guidance, copies of which can be found on the Trust Intranet or obtained from the line manager or Human Resources Department. The post holder is expected to be aware of all policies, procedures and guidance which applies to them and to observe their provisions at all times.
2. Staff are not permitted to smoke on Dorset HealthCare premises, either inside or outside, or inside Trust vehicles.
3. Staff are expected to undertake all mandatory training and refresher training appropriate to their role. This may include preventative management of violence and aggression (PMVA) and/or breakaway techniques, and cardio-pulmonary resuscitation (CPR). If in doubt as to which mandatory training applies to this post, advice should be sought from the line manager.
4. All staff who are required to handle food and drink other than for their own consumption must comply with the Food Safety and Hygiene (England) Regulations 2013.
5. Dorset HealthCare is committed to promoting the welfare of children and vulnerable adults. Staff are expected to be aware of, and comply, with their roles and responsibilities in relation to safeguarding vulnerable groups.
6. Staff are expected to observe the highest standards of care and conduct and to engage constructively with managers, colleagues, patients/service users/carers and others in the course of their duties.

## **SECTION C: CORE ATTRIBUTES AND BEHAVIOURS**

Staff are expected to adhere to and demonstrate Dorset HealthCare's Core values and behaviours at all times.

### **Values**

Our values underpin all that we do and provide a sense of direction to people, teams and the Trust overall.

- 1. Respect and dignity**  
We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.
- 2. Commitment to quality of care**  
We earn the trust placed in us by insisting on quality and striving to get the basics right every time: safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our successes.
- 3. Compassion and kindness**  
We respond with humanity and kindness to each person's pain, distress, anxiety or need. We search for the things we can do, however small, to give comfort and relieve suffering. We find time for those we serve and work alongside. We do not wait to be asked, because we care.
- 4. Improving lives**  
We strive to improve health and wellbeing and people's experiences of the NHS. We value excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.
- 5. Working together for patients**  
We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities, and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.
- 6. Everyone counts**  
We use our resources for the benefit of the whole community and make sure nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste others' opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.

### **Behaviours**

Our behaviours provide a guide to how we can bring our values to life and constantly remind us that how we do things is as important as what we do and achieve.

- 7. Positive**  
Embracing change and feedback, utilising constructive feedback to make improvements and promoting achievements of the Trust and others.

8. **Proactive**  
Challenging unacceptable behaviour, showcasing learning and innovation, actively encouraging ideas and involvement from others.
9. **Supportive**  
Being attentive, encouraging and helping others, giving and receiving feedback to enable people, teams and services to develop.
10. **Respectful**  
Empowering people to voice their opinion, introducing yourself and ensuring language is professional and inclusive.
11. **Reliable and trustworthy**  
Being open and transparent, acknowledging errors, being honest about limitations and not over-promising.

## **SECTION D: CHANGES**

This document represents a description of the job, and the skills, knowledge, experience and attributes required, at the date of issue.

Dorset HealthCare will periodically review this job description and person specification to ensure that it continues to meet service needs and will involve the post holder/s in the review process with the aim of reaching agreement on any reasonable changes which may be required. In the event that agreement is not achieved, Dorset HealthCare reserves the right to insist on reasonable changes following consultation with the post holder.

**PERSON SPECIFICATION**  
**PERSONAL ASSISTANT – BAND 4**  
**HR DIRECTORATE**

<b>1. Knowledge, skills and training</b>		<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>
1.1	NVQ level 3 or equivalent level of knowledge of office procedures	Yes		Application form and certification
1.2	RSA level 3 or equivalent level of knowledge of software programmes	Yes		Application form and certification
1.3	5 GCSE passes at grade C or above, or equivalent, including English and Mathematics	Yes		Application form and certification
1.4	Evidence of self-development or training in administration and/or office practices, including update training on software applications	Yes		Application form and interview
1.5	Evidenced continuous professional development record		Yes	Application form and interview
1.6	Demonstrates commitment to a professional and high level service; a professional attitude to own work and the needs of others	Yes		Interview
1.7	Advanced keyboard/touch typing skills	Yes		Interview
1.8	Familiarity with Microsoft Office packages	Yes		Interview
1.9	Ability to use own initiative within sphere of responsibility, with minimal guidelines and set targets and standards for self within the parameters of the role	Yes		Interview and references
1.10	Minute taking skills	Yes		Application, interview and references
1.11	Ability to manage and prioritise all incoming and outgoing correspondence, initiating responses where required	Yes		Interview
1.12	Evidence of excellent communications skills, both verbal and written, with an ability to effectively apply negotiating and influencing skills	Yes		Application, interview and references
1.13	Demonstrated ability at exercising tact and diplomacy	Yes		Interview and references

1.14	Demonstrated ability to analyse situations and to creatively apply resolutions	Yes		Interview and references
<b>2. Job specific experience</b>		<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>
2.1	Recent previous experience within a comparable role	Yes		Application form, interview and references
2.2	Extensive experience of working with senior level staff and in managing confidential issues and matters	Yes		Application form, interview and references
2.3	Recent previous experience of working within a customer focused environment	Yes		Application form, interview and references
2.4	Recent previous experience of arranging meetings for others and diary management	Yes		Application form, interview and references
2.5	Previous experiencing of working within defined secretarial/administrative procedures	Yes		Application form, interview and references
<b>3. Business travel</b>		<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>
3.1	Subject to the provisions of the Equality Act, able to travel using own vehicle on Trust business	Level 2		Driving licence and interview
<b>4. Additional requirements</b>		<b>Essential</b>	<b>Desirable</b>	
4.1	Demonstrable skills in written and spoken English, adequate to enable the post holder to carry out the role effectively	Yes		Interview

#### \*Essential / desirable car user definitions

Level 1 – (Essential) post holder is required to:

- travel an average of more than 3,500 miles a year;
- or travel an average of at least 1,250 miles a year; and necessarily use their car an average of 3 days a week; or spend an average of at least 50% of their time on such travel; including duties performed during the visits;
- or travel an average of at least 1,000 miles a year and spend an average of 4 days a week on such travel, including the duties performed during the visits.

Level 2 – (Essential) users who use their own vehicles for official journeys other than in the circumstances described under Level 1 above.

Level 3 (Desirable) non- car users who may exceptionally be required to travel on Trust business where such journeys could also be reasonably be made by public transport.