

Personal Assistant to Chief Executive

Job Description

Job title : Personal Assistant to the Chief Executive

Reports to: Responsible to: Business Manager

Accountable to: Chief Executive

Line Management:	None
Hours:	22.5 Part time
Salary:	Band 3 £18,813- £20,795 (pro-rata)
Contract:	Permanent
Location	Hospice based

Job Summary

Working within a small team of administration staff, the post holder will have a key focus on support to provide an effective administrative and support service for the Chief Executive. This will involve support to the Board of Trustees in terms of preparation of meeting papers and minute taking.

As the hospice is a small organisation there will be a requirement to support other administrative work as delegated by the Business Manager.

Key Tasks

1. The provision of a high quality personal administrative and secretarial service to the Chief Executive, ensuring appropriate support in a timely and effective manner.
2. To co-ordinate the Chief Executive's diary and enable effective management of time to fulfil the needs of the service.
3. To deal with incoming mail effectively including the writing of responses and making of telephone calls ensuring that enquiries are professionally dealt with and the Chief Executive is kept informed.
4. To field incoming telephone calls to the Chief Executive including dealing with basic enquiries and diverting callers appropriately.
5. To arrange appointments and meetings, both internal and external, for the Chief Executive.

6. To host visitors for the Chief Executive ensuring that all visitors receive excellent hospitality.
7. To organise Trustee, Leadership Team or other events as required by the Chief Executive e.g. away days, social events and conferences. To book external training for staff, including travel and accommodation as appropriate
8. To lead on the production and distribution of papers and minutes for all Trustees based meetings, senior managers meetings and other meetings as required by the Chief Executive to ensure that all meetings are productive and that members receive details promptly.
9. To research information regarding various subjects using various research tools to ensure that the Chief Executive is appropriately informed.
10. To work collaboratively with all other staff working in administration in a spirit of collective responsibility ensuring that all administrative work is handled efficiently.
11. To carry out tasks on behalf of the Chief Executive external to the Hospice including delivery and collection of documents, to ensure that the Chief Executive is able to carry out her/his work effectively and efficiently.
12. To support audit processes and produce statistics as required.
13. To act as lead administrative support to the facilities and estates functions within the hospice, to encompass acting as a point of contact for contractors, liaising and escalating matters to appropriate colleagues and maintaining and updating systems to ensure robust record keeping in respect of facilities and estates contracts.
14. To monitor and record annual leave for the senior management team.
15. To support other members of the senior management team with key administrative tasks as required.
16. To manage and maintain MS Access databases for various functions e.g. incident reporting, health and safety alerts, facilities reporting.
- 17: To support with general hospice administrative duties that will vary particularly as projects and schemes of specific work are undertaken.

To work in accordance with the hospice philosophy, recognised professional guidelines and the hospice commitment to equality of opportunity and collective responsibility.

The above is indicative of the role and may change from time to time in consultation with the post-holder, in line with the changing needs of the organisation.

A degree of flexible working is required at times as some Board and subcommittee meetings are held at varying times of the week.

Reviewed Feb 2020

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Person Specification

	Essential	Desirable
Education and Qualifications	Vocational level 3 or equivalent experience	Educated to diploma level or equivalent
Experience	<p>Experience of using Word, Excel, and Outlook</p> <p>Use of the internet to access resources and information</p> <p>At least 2 years' experience of working in a busy office environment dealing with both routine and non-routine activities and problem solving.</p>	<p>Experience of using Microsoft Access, desktop publishing applications</p> <p>Experience of supporting formal committees</p> <p>Experience of working in the NHS or health-related field</p> <p>Experience of providing admin support at a senior level</p>
Knowledge Skill	<ul style="list-style-type: none"> • Advanced IT skills, particularly in the use of Word and Excel • Strong communication and interpersonal skills • Good skills in writing letters and minutes to a high standard and appropriate to the audience • Collaborative and team working skills • Organisational skills and understanding of effective planning ahead • Ability to multi task and deal with a number of variable tasks at the same time • Able to manage the delivery of projects to ensure they are completed in a satisfactory and timely fashion (some of which may be medium-long term) • Able to work effectively under variable pressure • Ability to use own initiative and works independently and is proactive within agreed guidelines and protocols 	<p>Knowledge of systems, e.g. Workforce systems, risk management systems.</p>
Essential Attributes	<ul style="list-style-type: none"> • Warm and friendly telephone manner • Ability to work to a high degree of accuracy and attention to detail • Full understanding of and strong commitment to confidentiality and data protection. • Ability and willingness to work flexibly, sometimes outside of normal office hours • Approachable • Flexible and able to deal with a variety of different changes • Self motivated • Able to use own initiative appropriately • Able to provide effective and non-intrusive hosting • The ability to work with people in a range of different positions • Understanding and commitment to equal opportunities 	