

**JOB DESCRIPTION:** Secondary Care Governance Co-ordinator and Personal Assistant (CNO/DDIPC/Chief Pharmacist)

**TENURE:** Substantive

**RESPONSIBLE TO:** Chief Nurse for Secondary Care

**RESPONSIBLE FOR:** The day-to-day work assigned to the Secondary Care Governance Directorate delivering an efficient and effective Business Management Support Service

**BASE:** Remote with some work-related travel

**JOB SUMMARY:**

To support the Secondary Care Central Governance team by providing a day-to-day administration support service for the team and a Personal assistant and full diary management service for the Chief Nurse, Chief Pharmacist and Deputy Director of Infection Prevention and Control (DDIPC).

The role will be home based and requires flexibility to travel around the Practice Plus Group landscape as needed.

## **Principal Duties and Responsibilities:**

* + To be the first point of contact for the Chief Nurse, Chief Pharmacist and DDIPC (Secondary Care) as applicable, act as ambassador for the Chief Nurse, Chief Pharmacist and DDIPC (Secondary Care), be in close partnership with the PA to Medical Director for Secondary Care to ensure the smooth running of the Secondary Care division.
	+ To use own initiative to provide effective and accurate communication on behalf of the Chief Nurse, Chief Pharmacist and DDIPC as and when necessary, managing demands, priorities and communication effectively and solving simple queries appropriately
* Responsible for the co-ordination and planning of the Chief Nurse, Chief Pharmacist and DDIPC (Secondary Care) activities and diary including resolving conflicting priorities ensuring run to schedule.
	+ - * Administration, organisation and support of several regular governance committees including: -
* Travel to meetings in various locations
* Organise and manage meetings, both face to face and virtually, including the preparation of agendas, sending and chasing of invitations, venues, office rooms, parking, minute taking and tracking actions/timeframes as appropriate and the circulation and follow up.
* To draft and produce clinical documentation, reports and presentations to a high standard.
* To manage the housekeeping of the teams Central Governance Microsoft teams’ channel
* Management of telephone enquiries where applicable.
* To assist with the planning of site visits, including travel and hotel bookings.
* To examine all incoming mail/email and action where appropriate, this will include drafting responses on behalf of the Chief Nurse, Chief Pharmacist and DDIPC.
* Maintaining a good rapport and relationship between Practice Plus Group staff, visitors, stakeholders and suppliers and having a professional attitude to work at all times.
* To ensure that vital issues are brought to the notice of the relevant member of the central governance team member and assist by taking logical and reasonable steps to ensure that timely actions are taken by the Central governance team member to resolve issues.
* To ensure/follow up on instructions given by the central governance team members to the required team/parties are carried out effectively.
* Management and prioritisation of projects; to act as project co-ordinator following up actions on time and ensuring all outputs are delivered.
* Efficiently organise and deliver various conferences on occasion.
* To draft, type and distribute letters, memorandums, reports, and general correspondence as required and to ensure efficient maintenance of all records in accordance with Statutory and Company procedures.
* To provide appropriate infrequent but ad hoc support to the rest of the central governance team as required.
* Handle significant quantities of confidential and sensitive information in the appropriate manner, maintaining confidentiality, discretion and trust at all times.
* To have a flexible approach to work in line with the needs of the business

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| **Person Specification – Secondary Care Governance Coordinator and CNO/ Pharmacist /DIPC PA** |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications** | * GCSE (or equivalent) English and Maths at grade A – C.
 | * A Level English or comparable
* 2 A-levels C and above
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| Experience | * 2 + years working as a Personal Assistant supporting Directors or Senior Managers
* 2+ years’ experience of working in a national organisation.
* 2 years NHS or healthcare administration experience working with governance.
* Experience in providing PA support for more than one person in a multi-site environment
* Management of multiple Outlook calendars.
* Proactive approach to work and able to work as part of a team and on own initiative.
* A confident approach when dealing with senior internal and external colleagues and organisations.
* Adept at building strong relationships with internal stakeholders in a pressurised working environment
* Experience writing processes and policies
* Management of events planning and delivery.
 | * 3 years’ experience in commercial environment
* Personal/executive Assistant experience working for a Senior Healthcare Director or NHS
* Knowledge of Medical/clinical terms and processes
* Knowledge of clinical audit processes.
* Experiencing presenting reports to Senior Managers and leaders
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| **Skills and Knowledge** | * Level 3 qualification in Business Administration or equivalent
* Excellent Microsoft office skills including Outlook, Excel, Word and Access, MS Teams channels.
* Ability to respond to emails and telephone messages in a prompt and reasonable time frame.
* Well versed in the use of various web-based media and teleconferencing applications (e.g Zoom and MS Teams)
* Attention to detail, and ability to work in a methodical manner.
* Excellent organisational skills.
* Excellent English communication skills – verbal and written.
* Ability to prioritise conflicting demands.
* Knowledge of corporate and organisational development processes, policies and procedures.
* Awareness of data protection and management of confidential issues.
* Ability to work effectively under pressure.
* Experience of dealing with complex issues involving forward planning.
* Ability to operate as part of a team and on own initiative.
* Ability to research and collate information from various sources.
* Ability to take and transcribe formal minutes/notes/actions accurately and to a high standard.
* Ability to undertake and manage projects.
* 50 wpm keyboard speed
 | * Familiarity with Business World accounts system
* 60 wpm keyboard speed
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| **Other Factors** | * Enthusiastic, highly motivated and committed.
* Working collaboratively with colleagues and sharing responsibilities as and when needed
* Must be able to work with minimal supervision and use initiative in problem solving.
* Accountability – takes responsibility for own actions and promotes team-working.
* Openness – shares information and good practice appropriately.
* Mutual respect – treats others with courtesy and respect at all times.
* Ability to work flexible hours from 8am to 7pm where required on occasions.
* Willingness to travel to Practice Plus Groups sites/offices/hospitals on a regular basis and as required.
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