

Working for St Ann's

We're proud to care
We're proud to work together
We're proud to make a difference



At St Ann's, there's one thing that motivates us, and that's providing excellent care and support to those living with or affected by life-limiting illnesses.

We're continuously developing our plans for delivering world-class, innovative care and to ensure St Ann's is in the best shape possible for future generations.

You'll be challenged, inspired and empowered to help us achieve our purpose and to play your part in making a difference.

All of our team members will role model our core values...

People matter

People are at the centre of everything we do. We treat each other, and ourselves, with kindness and compassion. We value and celebrate diversity; recognising everyone as an individual.



Brave and bold

We want to grow for the future, not settle. We're not afraid to do things differently, get creative, challenge ourselves and the status quo. We're ambitious in our aims, accountable for our actions and learn from our experiences and successes.



Lead and learn

We're experts in what we do, and we don't stop there. We're always learning; informing and shaping the sectors we're in through education, training and research. We lead by example; sharing best practice, advancing in our fields and pioneering new approaches.



Together we are stronger

Together, we're stronger and have a bigger impact than we could have alone. As a charity, we work in collaboration with supporters, partners and the communities around us. We think beyond traditional boundaries to make sure we're here for our communities for years to come.



Job Role Profile

Personal Assistant to Clinical Leaders

Salary Hospice Band 4
£26,541 - £29,114
Competency Based Framework

Location: Heald Green

Responsible to:

Head of Clinical Services

Core Purpose

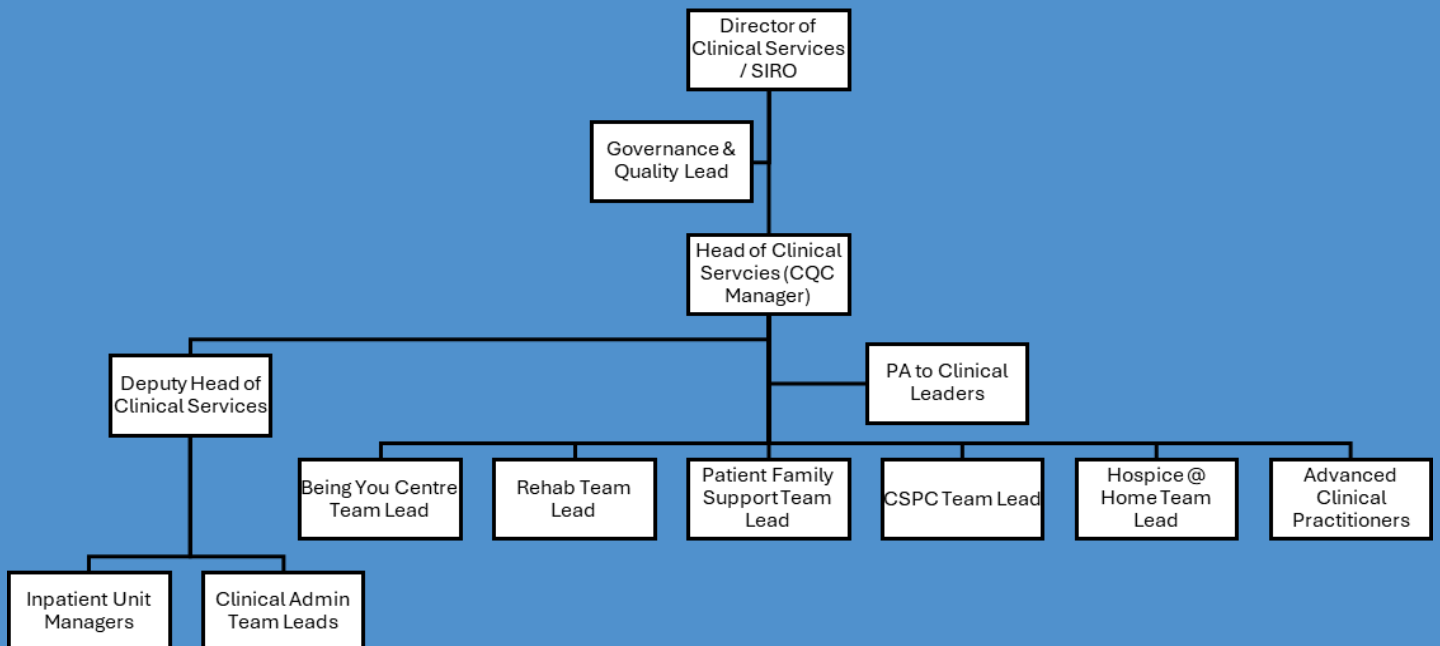
To provide a comprehensive secretarial / administrative service to clinical leaders to support the delivery of organisational and clinical objectives.

Job summary

The personal assistant (PA) will be a key member of the clinical leadership team supporting Clinical Leaders in ensuring that the aims and objectives of the organisation are met.

The PA will need to be able to manage multiple competing demands, prioritise effectively, maintain strict confidentiality and be proactive within their role.

The post holder will be based at the Heald Green site but some cross-site working will be necessary.



Responsibilities

The PA to Clinical Leaders will –

- ✓ Provide a comprehensive secretarial/administrative service to Clinical Leaders, including the production of own routine correspondence, ensuring that the hospice deadlines and standards are always met.
- ✓ Arrange internal/external meetings as required, circulation of agendas, room booking, catering, taking minutes, ensuring accurate transcription and timely distribution, including following up actions. This will include work related to patient safety and clinical contract review meetings.
- ✓ Minute/transcribe confidential People (HR) meetings as required by Clinical Leaders
- ✓ Support with scheduling of 1:1, PDR and PDR review meetings, adjusting as needed to ensure suitable time for both parties.
- ✓ Maintain a brought forward system for the clinical leaders to ensure responses are provided/actions are taken within agreed deadlines.
- ✓ Support with the drafting of letters to respond to clinical complaints liaising with internal staff as required.
- ✓ Support team leaders with the co-ordination of clinical volunteers.
- ✓ Maintain an up-to-date awareness of all relevant policies and procedures.
- ✓ Support with practical arrangements/bookings for attendance at external meetings or training events.
- ✓ Support with co-ordination and administration of specific projects relating to clinical services e.g. Move to new build
- ✓ Support clinical leaders with the review/formatting of clinical policies to ensure organisational deadlines are met.
- ✓ Support clinical leaders with recruitment activities e.g. booking rooms for interviews, updating role profiles.
- ✓ Be able to support diary management – maintenance of electronic diaries for Clinical Leaders, ensuring accuracy and effective and timely communication at all times.
- ✓ Act as a point of contact for clinical enquiries, screening calls, liaising with internal and external contacts in a professional manner, ensuring that complex and confidential/sensitive information is communicated to the appropriate person in a timely manner and to a high standard at all times.
- ✓ Be an active member of the clinical leadership team and work co-operatively with colleagues to support all clinical leaders to achieve organisational and clinical objectives.
- ✓ Support the processing of incoming and outgoing mail to Head and Deputy Head of Clinical Services, including prioritising, sorting and, in the absence of the clinical leader, taking appropriate action.
- ✓ Conduct research on the intranet/internet as required by line manager.
- ✓ Support effective maintenance of the contracts register in clinical services.

The duties outlined above are not intended to be restrictive, and the post holder may be required to undertake additional duties as necessary.

Requirements

The Personal Assistant will have:

- ✓ Extensive PA/Administrative experience with a high level of competence acquired through both training and experience.
- ✓ Appropriate Secretarial qualifications e.g. RSA Stage 3 or equivalent
- ✓ Ideally have RSA shorthand 80/100 WPM or equivalent
- ✓ Excellent Microsoft Office skills, including Outlook, Word, Excel, PowerPoint

The PA to Clinical Leaders will be able to –

- ✓ Establish and maintain excellent communication systems, written and verbal, liaising with internal and external stakeholders as required.
- ✓ Recognise and respond appropriately to urgent and emergency situations in a professional and efficient manner.
- ✓ Take an active part in their own learning and development in conjunction with their manager including the Performance and development Review process
- ✓ Evaluate own work when required and make constructive suggestions as to how systems can be improved.
- ✓ Contribute to the effective and efficient use of resources.
- ✓ Manage and minute large and complex meetings to a high standard
- ✓ Input, amend, delete and modify data and information accurately in line with legislation, hospice policies and procedures.
- ✓ Assure the quality of data during modification, structuring and presentation.
- ✓ On a regular basis ensure relevant information is archived or destroyed, in accordance with hospice policy and information governance requirements.
- ✓ Able to act with tact, diplomacy and confidentiality at all times
- ✓ Always maintain data protection regarding all personal information and hospice activity, operating within GDPR requirements.
- ✓ Be personally accountable for actions and omissions in area of work and be able to justify decisions.
- ✓ Contribute towards service improvement initiatives to enhance quality of secretarial and administrative support both internally and externally.
- ✓ Organise and manage own workload, prioritising tasks appropriately, in a manner that ensures quality and reduces risk.
- ✓ Set agendas and manage papers for complex, large, multi-stakeholder meetings
- ✓ Collate, structure and present data/information as requested using agreed systems and formats.
- ✓ Maintain integrity of data information consistent with legislation, hospice policies and procedures.
- ✓ Manage pressures inherent in the job – a varied workload means that the post holder has to be able to manage many diverse jobs at one time.
- ✓ Promote a culture which respects and recognises diversity

Any post holder within the organisation will be expected to undertake safeguarding training appropriate to their role and adhere to safeguarding policies and procedures. All staff must work in accordance with their statutory roles and responsibilities in relation to safeguarding in accordance with the Working Together to Safeguarding Children 2023, The Care Act 2014, and Prevent Duty 2015.

Terms and conditions for the [job title]

Contract

12-month Fixed Term Contract

Work Pattern

37.5 hours over 5 days per week.

Location

Heald Green with some cross site working at Little Hulton required.

Free Parking

Available at both sites

Holiday

35 days, increasing to 37 days after 5 years' service and 41 days after 10 years' service (pro rata, inclusive of bank holidays). In addition staff are able to buy up to 1 weeks' holiday per year via salary sacrifice, pro rata.

Pension

Contributory Stakeholder pension in which we match up to 7% of your gross salary. Or the ability to continue with a previously held NHS pension (subject to making contributions into the scheme in the previous 12 months).

Life Cover

All staff in the Scottish Widows Pension scheme (with the exception of bank staff) are provided with life cover of three times their basic salary in the event of their death whilst employed by St Ann's Hospice.

Health Cash Plan

We offer access to an employee paid health cash plan. That allows employees to spread the cost of health expenses including dental, optical, physiotherapy and more.

Employee Assistance Programme

Employees can access telephone and online counselling 24 hours a day. Face to face counselling is also available and support on issues including debt, employment law, benefits and housing.

Probation

Six months.

Notice

4 weeks



St Ann's Hospice, St Ann's Road North, Heald Green, Cheadle, Cheshire SK8 3SZ

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