



PERSONAL ASSISTANT TO CENTRE MANAGER

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

- 27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Option to buy and sell additional annual leave
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

FINANCIAL

- Access to various local and national discounts via various external websites
 - Blue Light Card
 - Health Service
 - Discounts NHS
- Generous Pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

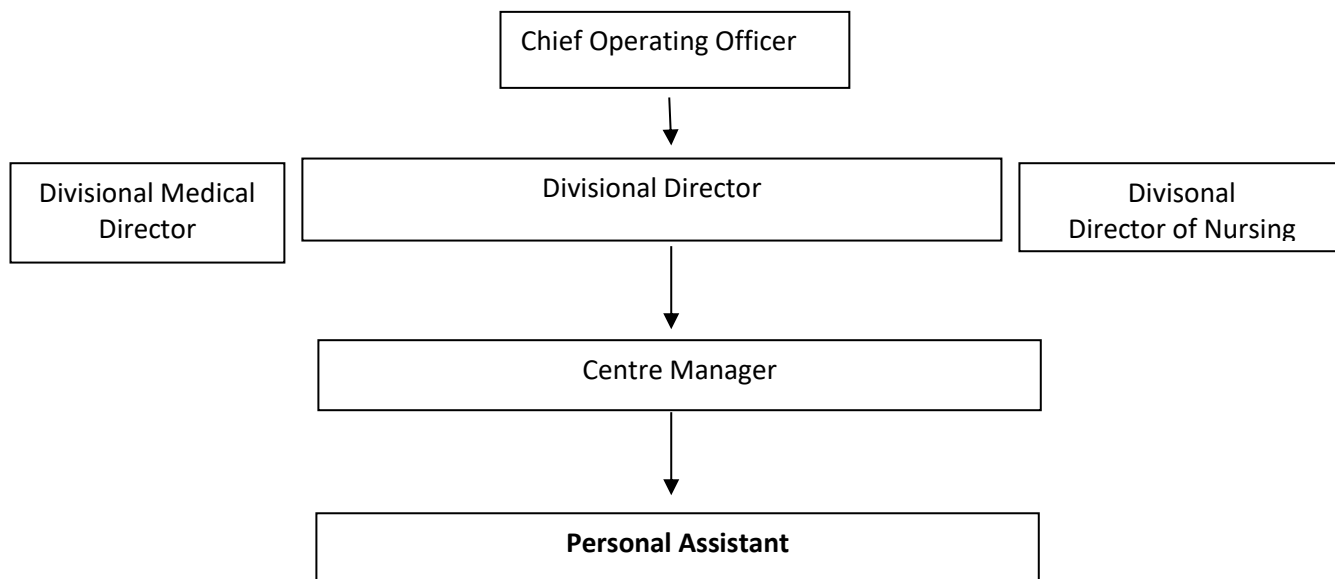
Job Title	Personal Assistant to Centre Manager
Band	Band 4
Directorate	Service Delivery Directorate
Accountable to	Centre Manager
DBS Required?	No

JOB OVERVIEW

To act as Personal Assistant to Centre Manager, mediate with various levels of personnel including operational staff, managers, senior clinicians and directors.

The Post holder will be expected to work accurately under pressure with the ability to manage and prioritise own workload; provide and receive complex, sensitive or contentious information which may require tact, diplomacy and persuasive skills.

Operational Position



Main Responsibilities

- Provide an efficient and confidential secretarial/administrative service to Centre Manager.
- Organise the office efficiently, fast moving environment, where priorities frequently change. Manage team diaries to enable smooth functioning of the office.
- Co-ordinate, manage and organise electronic diary for Centre Manager and team members. Responsible for maintaining an e-mail appointment scheduling system and prioritise appointments accordingly, whilst demonstrating flexibility on a day-to-day basis.
- To co-ordinate and ensure papers required for all Board and Operational Group meetings are received and issued to members in a timely manner.
- To take accurate formal minutes, track actions and ensure documentation is updated accordingly.
- Make decisions in the absence of Centre Manager. Negotiate without direct management accountability.
- Responsible for creating and maintaining personnel files for all direct line managers for Centre Manager. Proactively ensuring that HR procedures and occupational policies are adhered to.
- Responsible for ensuring all direct line managers for the Centre Manager receive the necessary mandatory training and that appraisals are carried out within agreed timescales.
- Ensure Central shared drives are maintained and up to-date to facilitate prompt retrieval of information by team members. Also to ensure that meeting papers are stored using 'share file'.
- Knowledgeable and experienced to carry out tasks using own initiative with minimal supervision and prioritise workload accordingly.
- Ability to concentrate and work to deadlines when the work pattern is unpredictable and there are frequent interruptions.

- Responsible for stock control of stationery etc, travel claims and minor expenses for Team. May authorise stock orders up to an agreed financial level. Ensure all invoices are signed-off in accordance with Trust policies and procedures.
- The postholder reports directly to Centre Manager and is expected to work autonomously within a framework of annually agreed objectives. Undertaking daily duties using initiative without supervision.
- The postholder is expected to use own initiative to develop new systems for working and respond to queries and issues, and make judgements as to degree of importance of situations arising during the absence of the Centre Manager.

Organisational Skills

- Plan, co-ordinate workshops for various process mapping / lean methodologies, to coincide with local and national plans.
- Research data via websites, libraries etc for all documentation relating to current and impending improvement projects / initiatives and distribute accordingly to Care Group requirements.
- Complete and maintain personnel records for Support Services Management Team to include secondments, sick/annual leave and any training requirements. Maintain and record personal development programmes for team. Co-ordinate and table management training programmes for Team and maintain up to-date records.
- To organise and schedule ongoing meetings involving senior managers, where diary commitments / unforeseen circumstances may result in several changes of plan.
- To prepare agendas, record accurate minutes, using appropriate hyperlinks where possible and disseminate accordingly.
- To plan, co-ordinate workshops / conferences involving internal and external stakeholders; ensure appropriate documentation, audio visual aids etc are in place accordingly to individual needs.
- Maintain an efficient and up to date filing system for the various roles of Centre Manager. Dispose of old files appropriate and in accordance with Trust Policy.
- Responsible for bring forward system of all events/conferences/workshops involving Centre Manager.
- Responsible for daily function of office, diaries and telephone enquiries relating to Continuous Improvement issues.
- Maintain and sort incoming mail via e-mail and post for Centre Manager, Continuous Improvement Project Managers, and deal with routine correspondence as appropriate.
- Ensure proficiency in all Microsoft computer software packages to provide comprehensive support to expanding team.
- The postholder is responsible for managing own workload (planning, organising and multi tasking with efficiency and professionalism).

Communications

- Deal with routine enquiries promptly and efficiently with tact and diplomacy. This will involve frequent communication and liaison with Executive Directors, Clinical Leads, Medical Directors, Care Group Directors and Managers.
- Using MS Office applications produce accurate, high quality typewritten documentation, spreadsheets and presentations.
- Liaise on behalf of Centre Managers with various external stakeholders; health organisations, DoH, Monitor, CCGs and personnel and act on his/her behalf where appropriate.
- Advanced communication skills required as post deals with all levels of staff within the Trust and surrounding health economy.
- The postholder uses a diverse a range of communications, i.e. email, telephone, using a degree of assertiveness and negotiating skills.
- Regular contact with Centre Manager to discuss work planning, diary arrangements, staff issues, pass on messages and any current outstanding issues.
- Regular contact with other PAs to source/circulate information and to arrange meetings and venues.
- Build and maintain good working relationships with colleagues within Centres and with external organisations.
- Ensure through persuasive skills and tact that instructions given by the Centre Manager are carried out by team members without disruption.

Confidentiality

- Ensure confidentiality is maintained at all times. Manage sensitive and confidential information with appropriate tact and diplomacy to ensure confidentiality is maintained.
- In accordance with the Data Protection Act, ensure that any data retrieved from PAS system relating to staff/patient is treated in the strictest confidence at all times.
- To be aware of and adhere to, where relevant, the policies and procedures of the Trust.
- Proficient in the use of computer software applications, especially Microsoft PowerPoint, to produce presentations for Centre Manager.
- To maintain database for annual leave, staff absences, sick leave, study leave etc.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.



QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • First degree in relevant subject or equivalent experience 	<ul style="list-style-type: none"> • OCR Level 3 (Advanced) text processing or equivalent • Evidence of commitment to CPD

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Significant management secretarial experience in a relevant office environment • Knowledge of relevant administrative policies and procedures • Experience of working in a confidential environment • Understanding of the Data Protection and Freedom of Information Acts • Experience of setting up and maintaining administration and filing systems 	<ul style="list-style-type: none"> • Knowledge of relevant organisational policies and procedures • Recent NHS experience

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Advanced skills in the use of Microsoft office software especially Word, Excel, Access, Outlook and PowerPoint • Accurate typing speeds of a minimum of 50 wpm • Excellent written and verbal communication skills • Ability to take and draft minutes from confidential or contentious meetings • Able to work flexibly to meet the needs of the service • Good team worker • Able to work under own initiative and manage own time effectively 	<ul style="list-style-type: none"> • High degree of accuracy and attention to detail

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Willing to travel to either Trust site for meetings as required 	

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE AND CYBER SECURITY

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

[Getting to The Royal Shrewsbury Hospital](#)

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)