

Scottish Ambulance Service

Job Description

1. JOB IDENTIFICATION

Job Title: Personal Assistant/Office Manager

Department(s): East Central Division, Divisional HQ

Job Holder Reference: MLPR 129

No of Job Holders: One

2. JOB PURPOSE

The purpose of the job is to provide the General Manager with the appropriate level of secretarial & clerical support to assist in his day to day management of the Division and the achievement of key performance objectives.

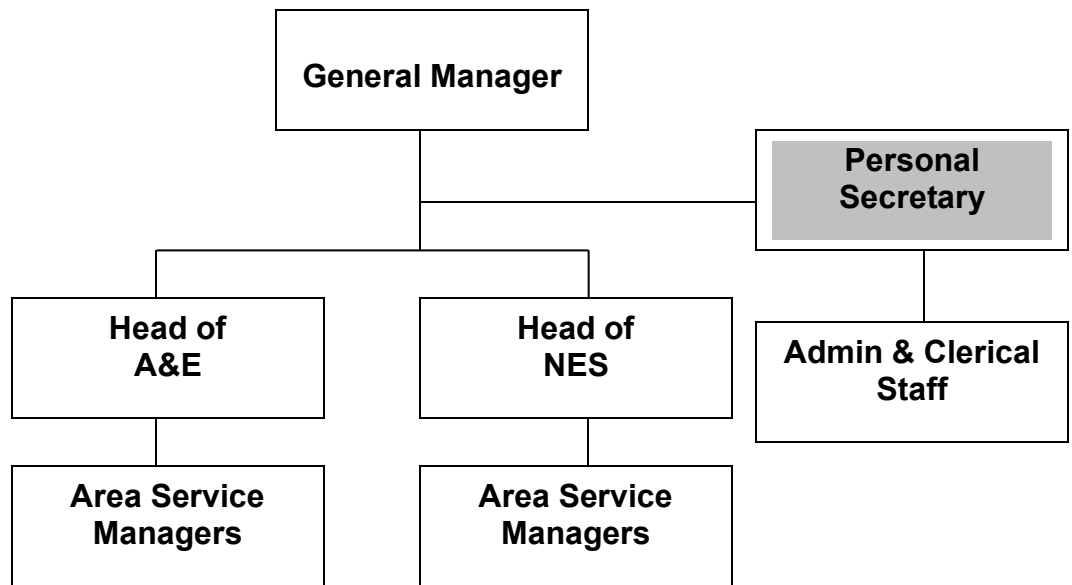
3. DIMENSIONS

- Primarily provide administrative service to General Manager & 2 Heads of Service.
- Guide, assist and provide support/knowledge to the remaining 8 Area Service Managers.
- Provide service to NHQ staff in dealing with Personnel matters, Insurance Claim matters, Complaints and general enquiries from all Departments at NHQ

Office Manager Role:-

- To ensure admin staff have a fair share of workload.
- To provide a mentoring/supervisory service to 4 Administrative staff.
- To approve holidays, time off etc.

4. **ORGANISATIONAL POSITION**



5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

- Deals/actions, where appropriate, all incoming mail, including **In Confidence** mail to GM & HOS.
- Provides statistical information to MIS department & inputs personal & sickness data onto PWA (CHRIS) system for Personnel Dept.
- Approves all PECOS orders input by Admin staff, including checking that the correct cost centre & details codes have been input correctly. Then re-approve those orders once Procurement have provided the SAS requisition number.
- Deals with all complaints within East Central Division (Tayside, Fife & Forth Valley). Including registering on database, sending out acknowledgement to complainant, re-directing to the appropriate Manager (s) for investigation detailing a completion date for Briefing Notes., thus making sure we are compliant with the performance standards set by the SAS. Sending out holding letters to complainants if it becomes apparent that we may fall outwith the 20 day final response. Sending briefing note & all supporting evidence to Jeanette Conlan (NCA) @ NHQ. Copying final response from Chief Executive to appropriate HOS/ASM so any action points can be implemented. Keep a log ensuring those action points have been actioned and that Jeanette receives copy of all movements pertaining to that complaint. Where upheld & part upheld, make sure Audit Form is completed and returned to Jeanette. Complete proforma (an A4 sheet) which contains all the data required for Auditing purposes. Finally, deal with Auditor when those visits occur.
- Access and deal with GMs e-mails, where appropriate. Enter targets, report dates into his electronic tasks in order that the Division responds to Chairman, Chief Executive, Operations Director, Finance Director etc., by the appropriate date.
- Deal with own e-mails throughout the day, however delegate to the appropriate Admin person to deal with.
- Assists in all recruitment of Admin Staff.
- Direct & supervise the day to day running of Admin, thus ensuring an equal & fair distribution of daily/monthly workload.
- Ensure all commendation letters are acknowledged and ensure all staff involved are provided with a letter from the General manager.
- Provide minute taking services at Senior Management meetings i.e DMTs, including drafting agenda.
- Ensure all other Forums/Groups are provided services by the remaining Admin team.
- Maintain the diaries, electronically or otherwise, of GM & HOS.
- Although all incoming calls are dealt with primarily by receptionist, deal with, where possible, all calls from MSPs, Reporters, Scottish Executive, Health Board Managers, A&E Consultants, GPs, Complainants and Directors from NHQ. Obviously, deal with calls from staff, peers & colleagues within the Service on a daily basis.
- Make sure a whereabouts planner showing Senior Managers' movements is produced on a weekly basis.
- All in all, deal with as many calls, letters, queries in order to free up GM & HOS to

run the Division as efficiently as possible.

- Keep a brought forward file in order that GM, HOS meet deadlines. Use the same system to ensure that ASMs etc reply to GM/HOS by deadline they have been set.
- Use the “Task” system in e-mail to flag up to GM/HOS reminders of when responses are due, that grievance dates are met, when reports/action plans have to be responded to. It’s an invaluable tool to keep GM/HOS organised and efficient.
- Maintain a log of grievances to ensure they are answered within the appropriate time
- Make sure I download the Financial Monitoring Reports each month for the GM.

6 EQUIPMENT & MACHINERY

Operate desktop computer, windows package, including word, excel, and all the various internal databases set up within the Organisation to produce the statistics/reports needed.

Use the audio equipment for transcribing tapes etc.

Digital camera.

Meridian telephone system.

Fax machine.

Filing cabinets – personal & divisional files.

Scanning equipment.

Label Printer

Electronic personal diary on behalf of General Manager

Laser & Colour printers.

Photocopier.

7 SYSTEMS

- Oversee the regular upkeep of East Central filing systems.
- Oversee completion of weekly sickness onto CHRIS system (Personnel database)
- Oversee all other personnel related issues are entered correctly onto PWA system i.e change of address, bank details , disciplines, grievances, etc.
- At conception, did help roll out the Working Time Directive (WTD) package throughout many Divisions. Maintained by Admin staff now.
- Enter and register all complaints on Complaints database (at Divisional level).
- Maintain a separate excel package for detailing complaints, so short notice requests by Managers can be met when dealing with the Health Boards within their remit.

- Oversee that the Staff Directory within the Division is maintained and updated on a monthly basis.
- Oversee that the monthly Financial & Performance figures are downloaded from SAMSON on a monthly basis to aid the GM, HOS & ASMs.
- Oversee that the completion of complaints and commendations are sent to MIS department on a monthly basis.
- Implement bespoke security measures to maintain and conform with Data Protection.
- Approve all PECOS orders generated by Admin to Procurement dept.
- Access SAMSON regularly to maintain up to date records/procedures.
- Maintain a system of logging all grievances with ECD to ensure appropriate time frames are adhered to.
- Oversee the Storage, Maintenance and Disposal of Records.
- I am left to my own discretion to manage the above systems.

8 DECISIONS AND JUDGEMENTS

- I receive minimal supervision on a day-to-day basis.
- Once the mail is opened, I deal with as much correspondence as I can, even though it's addressed to the GM, or HOS. The GM/HOS are confident in my decision making when I task the relevant ASMs/Training Dept/Airwing Manager/Admin staff etc with the appropriate action point in order to deal with that particular piece of correspondence.
- Have authority to open & deal with (if applicable) all Private & Confidential mail addressed to GM.
- Use discretion when dealing with the many and varied internal & external callers, try to deal with most queries and only handover those outwith my remit.
- Work to my own timescales & use my own judgement when prioritising tasks.
- Will make judgements & decisions when supervising the admin & clerical staff in the main office.
- Deal with or delegate a task to the appropriate member of staff after looking at GM's e-mails.

9 COMMUNICATIONS AND RELATIONSHIPS

Who	Nature	Difficulties
GM	deadlines on grievances, irate complainants, MSP enquiries, concerns that have an urgent nature.	None, use mob phone, text, fax & e-mail.
HOS	matters that can be dealt with at this level concerning staff, diary dates, MSP enquires, irate complainants & any other relevant matters.	None, use mob phone, text, fax & e-mail.
ASMs	on receipt of complaints in their remit, station/staff enquiries that require an urgent response. Any relevant matter which needs prompt attention at this level.	None, use mob phone, text, fax & e-mail.
STAFF	to obtain PRFs, precognition statements, minutes needing signed off, dates of meetings, notification of court attendances & any other relevant matters.	None use Station phone fax & e-mail.
EMDC	Primarily request CCS printouts on complaints, ask Duty Manager to provide Briefing Note, when locus of staff is required.	None, use Duty Manager mob phone, fax & e-mail.
Div Admin Staff	Supervision, etc.	None
NHQ	Dealing with matters from CE office, Ops Dir office, Personnel, NCA, Human Resources, Payroll, Procurement & providing information to same.	None, use short codes fax, & e-mail.
ADMIN	Firming up diary dates, use of conference room, maintain/update systems, forwarding on e-mails for action.	None, use short codes, fax & e-mail.
EXTERNAL ORGANISATIONS (which include Health Boards, NHS Trusts, MSPs, MPs Scottish Exec, Solicitors, General Public, Police, Fire & Press, etc,	Firming up diary dates, dealing with enquiries, dealing with complaints, insurance claims.	None, use tel, fax & e-mail.

10 PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

- The immense amount of paperwork that needs dealt with on a daily basis.
- The amount of e-mails to be dealt with on a daily basis.
- Strive for 100% accuracy & speed when typing.
- Prioritising workload on a daily basis.
- Proof read Admin typing (if requested) before being signed.
- Concentrate on task in hand when being interrupted all day by 25 Stations, internal & external callers.
- Working at optimum efficiency to achieve necessary demands of job.
- Quick turnaround on producing minutes within a reasonable period of time i.e. 1 – 2 weeks.
- Applying fair delegation of work to Admin staff.
- Meeting the weekly/ monthly deadlines on sickness, CHRIS, complaints & commendations stats etc for NHQ.
- Knowledge of IT systems – Word, Power Point, Excel, Outlook, PECOS, & CHRIS.
- Maintain lateral thinking, ie “who needs to know this information & best & quickest method of solving problems”.
- Maintaining a strict code of confidentiality where required.
- Maintaining a calm persona when onslaught of work is greater.
- The day-to-day task in making sure GM/HOS/ASMs etc have achieved their deadlines/tasks/targets/promises.
- Having sole responsibility for registering all East Central complaints & ensuring, by whichever method, that as many as possible are completed within the timescales.
- Having to be very single minded, confident & firm when dealing with certain situations.
- Alternatively, have an open door policy and be sympathetic to staffs’/peer concerns, where appropriate.
- Having a good command of English language to enable clear & concise communication at all levels.
- To remain calm & sympathetic when dealing with unreasonable & irate complainants.
- Finally, to remain focused and organised to deal effectively with all of the above.

11 MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

The requirement for one's organisation skills to be honed to perfection, and to be constantly focused so that at the end of each day, one can be confident that ALL matters have been dealt with.

The need for me to function seamlessly in order that the GM can operate at optimum efficiency.

Finally, I find that one can be exhausted mentally as there appears to be no let up in the amount of work one must absorb continually. However, it is equally satisfying to know that every minute of every day has been used constructively.

11 KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- HNC or equivalent in secretarial or business related subject essential.
- Sound knowledge of IT systems – Word, Excel, Power Point, Outlook.
- Excellent organisational skills.
- At least 2 years secretarial background with minimum of supervision.
- Accuracy of typing, with minimum 50 wpm.
- Ability to take minutes.
- Shorthand an asset but not essential.
- Audio skills an asset but not essential.