

Scottish Ambulance Service

Job Description

1. JOB IDENTIFICATION

Job Title: Personal Secretary

Department(s): South East Division

Job Holder Reference: MLPR 140

No of Job Holders: One

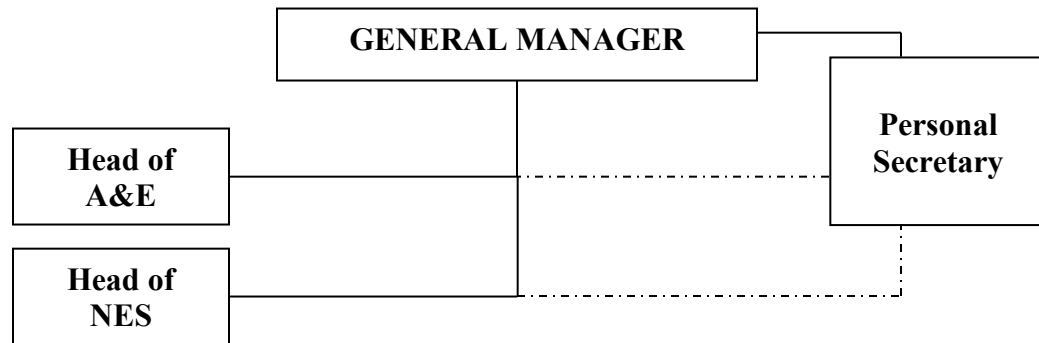
2. JOB PURPOSE

The purpose of the job is to provide the General Manager with a seamless, trouble free, provision of necessary secretarial and clerical skills. The General Manager should be confident that the post holder will provide a level of skills and work output commensurate with his expectations.

3. DIMENSIONS

- Provides administration and clerical support to the South East Division General Manager, Head of Accident & Emergency and Head of Non-Emergency Services.
- Will provide administration and clerical support, when necessary, to the Head of Control Services, East Scotland.
- Will also provide an administration and clerical support during holiday and sickness absences to the National Complaints Administrator, National Headquarters.
- Provide a buffer role in managing the General Office staff during the absence of the Office Supervisor.

4. ORGANISATIONAL POSITION



5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

- Provide comprehensive secretarial and administration duties including all typed correspondence tables, Power Point presentations, e-mails messages, formal minutes, informal action notes, reports, bulletins disciplinary investigation report and any other appropriate documentation involving audio typing.
- Arrange all meetings through liaison with staff (internal and external), organise appointments, manage General Manager's desk diary and arrange all travel and accommodation requirements.
- Deal with all e-mail, fax and telephone message to resolve, redirect or ensure full information is known prior to forwarding to General Manager.
- Distribution of all information as appropriate either photocopy, fax or e-mail or indeed a combination of both.
- Deals with all incoming correspondence prior to forwarding to General Manager to ensure appropriate correspondence is directed to appropriate person. Ensures circulation of minutes, circulars and any other appropriate documentation.
- Maintain and update filing system for South East Division
- Maintain a Brought Forward File for relevant papers.
- Maintain confidentiality of Scottish Ambulance Service at all times.
- Provide the contact point as Complaints Administration Lead for the Division in the registering and processing of complaints prior to forwarding for full investigation. Responsible for ensuring timescales are adhered to and that holding letters are forwarded to complainants timeously. Also responsible for providing a monthly summary on Complaints to National Headquarters
- Ensure all commendation letters are acknowledged and ensure staff involved are provided with a commendation letter from the General Manager'
- Provide a contact between the Lothian Health Occupational Health Service and Area Service Managers to organise OHS appointments for staff, ensuring a register of staff names, appointments and a record of referral letters received back.
- Provide administration support at:
 - South East Division Management Team Meetings
 - South East Division Partnership Forum Meetings
 - South East A&E Quality Improvement Group MeetingsBy ensuring recording of minutes/actions/agenda/ arranging lunch and room availability.

5 Cont'd MAIN TASKS, DUTIES AND RESPONSIBILITIES

- Represented the Division as a member of the Joint Equal Opportunities Working Group and the Intranet Working Group.
- In the absence of the Office Supervisor I will assume responsibility for the clerical staff and ensure the Petty Cash is secure and maintained.

6 EQUIPMENT AND MACHINERY

Use and maintain the desk computers for all word processing documents, excel documents and presentations.

- Microsoft 2000 Professional package – this Microsoft Word package assists to ensure provision of and recording of all typed documents, which are retained in specifically named files.
- Microsoft Power Point package – I use this package to enable the production of a presentation slide as a visual means of outlining short concise briefing notes and messages relating to certain topics and or projects.
- Microsoft Excel package – I use this package as a database for all complaints data at South East Division, and also in collating, monthly, the Income General amounts raised by South East Division.
- H/Packard Desk Scanjet – This enables the scanning of documents to be saved and or shared electronically
- H/Packard Laser Jet Printer – This enables documents to be printed in a black and white hard copy format.
- Epsom Stylus Colour Printer – This enable documents to be printed in a coloured hard format
- Maintain 3 slide cabinets for the retention of paperwork, 3 drawer cabinets and 1 freestanding file tray containing paper and also the use of a telephone to enabling receipt of incoming calls whether outside or internal.

7. SYSTEMS

- Maintain at my own discretion the monthly upkeep of the South East Divisional Filing.
- Maintain on a day to day basis an accurate record of the approved leave for S/East Senior Officer's and the Head of Control's SSP Cards and ensure a yearly wall planner documents those on leave and at what time.
- Maintain a database and a written record of all South East Division Complaints, and also ensure a record trail is kept to identify at what stage any given complaint is at any time.
- Maintain a database is kept monthly of all commendations received and NHQ are forwarded a copy.
- Maintain a written register of all South East staff attending OHS and update on a regular basis.
- Ensure all minutes, agendas for DMT, Quality Improvement Group and Partnership Forum Minutes are prepared and saved electronically in Microsoft Word as well as hard copied in the South East Division filing.

All of the above are left to my own discretion.

8 DECISIONS AND JUDGEMENTS

- Can work to my own timescales in the up keeping of all specified filing records.
- Use discretion when dealing with complainants, staff members and external bodies, when involved in either complaints, grievances, disciplines and or OHS appointments.
- Also use discretion when dealing with sensitive or highly confidentially correspondence/documents for General Manager.
- Will make judgements in supervising the clerical staff in the absence of the Office Supervisor or her Line Manager.
- Will make judgements in relaying of information/documentation in the absence of the General Manager or Heads of Services – confidentiality is uppermost in any decision made.

9 **COMMUNICATIONS AND RELATIONSHIPS**

- General Manager – day to day running of the division and any other projects/initiatives that are current within the Health Boards and Trusts
 - Heads of Services
 - Area Service Managers
- Same as above, but includes complaints investigations, Quality Improvements Group meetings.
- Clerical Staff – Supervision in the absence of Office Supervisor
 - EMDC Staff – Cross over of complaints within the EMDC.
 - Health Boards
 - Hospitals
 - MSP/MPs
 - Other Divisions
 - General Public
- All involved in the day to day running of division and involved in complaints and QIP Meetings.

10. **PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB**

- Requirement for speed and accurate keyboard skills.
- Needs to have a broad understanding of events within the Division and any external events affecting the Division.
- Requires an open and honest approach to staff and to work to ensure approachability
- Requires a calm and confident telephone manner in dealing with all calls.
- High degree of concentration required as dealing with various tasks in tandem with interruptions either by staff or telephone calls.
- High degree of sensitivity required when answering letters/telephone calls regarding either complaints or commendations where patients are now deceased.
- High degree of sensitivity required when conversing with staff members going through a discipline or grievance process.
- Need to work late should day to day running of the workload delay an important item urgently required.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

The post holder requires a broad knowledge of secretarial skills to accomplish the high level of work now required by the General Manager and others, and this should not be at the detriment of the other day-to-day task required. Prioritisation is essential to ensure the workload is completed in a timeous fashion.

Interaction with the general public can be demanding especially when dealing with their complaints and a calm, confident, reassuring manner must be displayed.

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

The post holder requires a high level of secretarial and clerical skills, typing with either shorthand or audio is an essential. Speed and accurate keyboard skills are also an essential. The use of Microsoft Word, PowerPoint and Excel Packages will be required and the post holder should be required to provide evidence of the level and length of experience.

The post holder needs to be able to interact with other staff and outside agencies and should therefore be able to converse in a confident and legible manner. The post holder should also demonstrate a tidy demeanour to reflect the image of the ambulance service.

<p>13. JOB DESCRIPTION AGREEMENT</p> <p>Job Holder's Signature:</p> <p>Head of Department Signature:</p>	<p>Date:</p> <p>Date:</p>
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