

Scottish Ambulance Service

Job Description

1. JOB IDENTIFICATION

Job Title: Personal Assistant

Department(s): Divisional Headquarters

Job Holder Reference: MLPR 137

No of Job Holders: 1

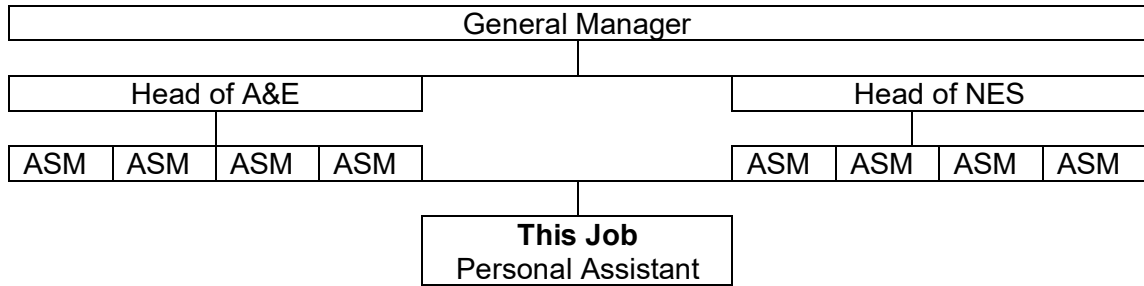
2. JOB PURPOSE

To provide effective and efficient secretarial and administration support to Senior Managers and Divisional Management Team. Liaising closely with other internal departments – Chief Exec/Board level, external stakeholders, outside organisations and the general public. To assist the General Manager and Heads of Service with confidential and sensitive material, ensuring timescales are achieved.

3. DIMENSIONS

- Provide secretarial support to:
 - 1 General Manager
 - 2 Heads of Service
 - 8 Area Service Managers
 - Senior Managers visiting the Division on an ad-hoc basis
- Ensure compliance to secretarial and admin policies.
- Identify and implement changes to working practice.
- Ensure best working practice is cascaded throughout the Division.

4. ORGANISATIONAL POSITION



5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

- Plans and co-ordinates secretarial support to General Manager, Heads of Service and Divisional Management Team, including typing correspondence, reports, minutes and other appropriate documentation to a professional level using both touch and audio skills.
- Responsible for meeting organisation (i.e. Divisional Management Team Meetings, Partnership Forum, Divisional Quality Forum, Disciplinary Hearings) – preparation of agendas, taking and transcribing minutes, ensuring appropriate distribution/circulation of papers, prepare action list for Senior Managers.
- Responsible for preparation and planning of meetings for ASM's in specialised roles (i.e. Staff Governance Standard Group) – preparation of agendas, taking and transcribing minutes, ensuring appropriate distribution/circulation, prepare action list for ASM.
- Keeps diary of appointments (electronic/manual) for General Manager and Heads of Service – A&E and NES. Arranges meeting by liaising with other senior staff, both within the Ambulance Service and from external stakeholders. Organises appointments as required. Makes hospitality, travel and accommodation arrangements.
- Co-ordination of complaints received (written and verbal). Maintains register and ensures policy/timescales are adhered to. Compilation and distribution of monthly summary to NHQ and local Management Team. Compilation and distribution of internal audit to local Management Team.
- Co-ordination of commendations received (written and verbal). Compilation and distribution of monthly summary to NHQ and local Management Team.
- Co-ordination of Divisional Disciplinary/Grievance register. Ensures Personnel Department are advised and kept updated. Records all incidents on CHRIS System.
- Maintains comprehensive filing system ensuring easy retrieval of documents.
- Ensures General Manager and Heads of Service are kept informed of matters requiring their attention and maintains a “bring forward” system for relevant papers and documents.
- Co-ordinates and manages annual leave roster for Senior Managers and Management Team. Ensures absence record cards are updated.
- Plans and co-ordinates local presentations/ceremonies i.e. Annual Report Launch/LSGC presentations.
- Deals appropriately and efficiently with telephone and other enquiries, resolving queries and redirecting as necessary. Ensures effective distribution of information.
- Deals appropriately and distributes mail and correspondence, maintains accurate register.
- Undertakes faxing, photocopying and collating of documents and reports as and when required.

- Provides relief reception/switchboard cover, when required. Assists staff, clients, patients and relatives during incidental contact.
- Maintains the confidentiality of Divisional Headquarters at all times.
- Any other reasonable and appropriate duties as may be required by Senior Managers.

6 EQUIPMENT AND MACHINERY

- Computer and Laserjet Printer – Word Processing (typing documents), Excel (Spreadsheets), Outlook Express (e-mail), Powerpoint (presentations), Internet access.
- Dictation machines – Audio typing.
- Meridian Telephone System – Switchboard and PA/Manager phones.
- Photocopier – Duplication of papers.
- Laminator – Preparation of notices.
- Binder – Binding documents.
- Labelling Machine – For use on files etc.

7. SYSTEMS

- Recording correspondence received and ensuring accurate distribution and audit trail.
- National complaints procedure, created local complaint management information system.
- Annual leave/absence records for Senior Managers and Management Team.
- Access information from CHRIS System for General Manager and Heads of Service.
- Effective “Bring Forward” System for General Manager and Heads of Service.
- Effective filing and document retrieval system.
- Monthly computer document archive system.

8 DECISIONS AND JUDGEMENTS

- Works on own initiative.
- Co-ordinates and prioritises workload, regularly makes decisions in an ever changing environment.
- Judgements involve complex situations which require analysis and interpretation – they may be made up of several conflicting components.
- As first contact with both internal and external personnel, ensures information/correspondence is handled sensitively and passed accurately and efficiently to correct manager for action.

9 COMMUNICATIONS AND RELATIONSHIPS

- Ability to communicate clearly and accurately with a wide spectrum of people – Board, Executive Team, Senior Managers, External Stakeholders, Outside Agencies, Patients, relatives and staff etc. Dealing with confidential, sensitive subjects.
- High understanding of complex, contentious situations – ability to present complex sensitive information.
- High level of interpersonal skills – written and oral.
- Provide information to Senior Managers quickly and accurately.

10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

- High level of concentration required in an unpredictable environment. Frequent interruptions when transcribing minutes/taped conversations etc.
- Ability to communicate with emotional relatives and staff encompassing various situations. Exposure to occasional verbal aggression.
- Ability to work under pressure to provide accurate work with a high degree of precision and speed.
- Exposure to traumatic situations ie. Dismissal, disciplinary cases, complex/traumatic complaints.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Multi-tasking workload priorities in an ever changing environment. Ensuring accuracy and precision is achieved.

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

- Highly developed knowledge and understanding of administrative and secretarial procedures. Many of which are non-routine and require an advanced level of theoretical knowledge.
- Good organisation skills.
- Good keyboard skills – knowledge of various software applications ie. Word, Excel, Powerpoint, etc.
- Ability to prioritise and change priorities in a demand led environment.
- Ability to adapt information systems to meet the required specification of the Division.
- Ability to communicate effectively, (both written and oral) and exchange confidential, sensitive information with different grades of staff. Persuasive skills for agreement and co-operation with wide spectrum of people – Senior Management Team, Staff Representatives, External Stakeholders etc.
- Ability to keep calm and maintain smooth running of an office when conflicting issues arise.
- Extensive experience required at a senior level. Minimum of 3 years experience working at this level.
- Comprehensive knowledge of the Ambulance Service required.

13. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Head of Department Signature:

Date:

Date: