SCOTTISH AMBULANCE SERVICE

JOB DESCRIPTION

1. JOB IDENTIFICATION	
JOB TITLE	**Business Intelligence Administration Assistant**
JOB DESCRIPTION REFERENCE	
DEPARTMENT	**Administration and Clerical**
NO OF JOB HOLDERS	2
DATE JOB DESCRIPTION AGREED	24/04/2024

Notes

Terminology in job descriptions may change over time. This does not invalidate the job description and is only required to be updated when the entire job description is under review.

Please refer to job description guidelines before completing a new job description

2. JOB PURPOSE

To provide the Business Intelligence (BI) senior leadership team with secretarial and clerical support, managing the coordination and collation of all BI workstream administrative elements including freedom of information, information governance, reporting, planning and communications. Undertaking day-to-day administrative duties to enable the leadership team to manage their workflow and focus on their specific portfolios to enable effective implementation and delivery of the team Workplan.

3. DIMENSIONS

- Provide dedicated PA support to members of the senior management team, directly supporting up to 3 senior managers
- Provide administrative support to the team who facilitate requests under the Freedom of Information (Scotland) Act 2002 and the Data Protection Act 2018.
- Be part of the support function who provide an administration and clerical function within Scottish Ambulance Service

4. ORGANISATIONAL POSITION

The post holder will report directly to the Head of Business Intelligence.
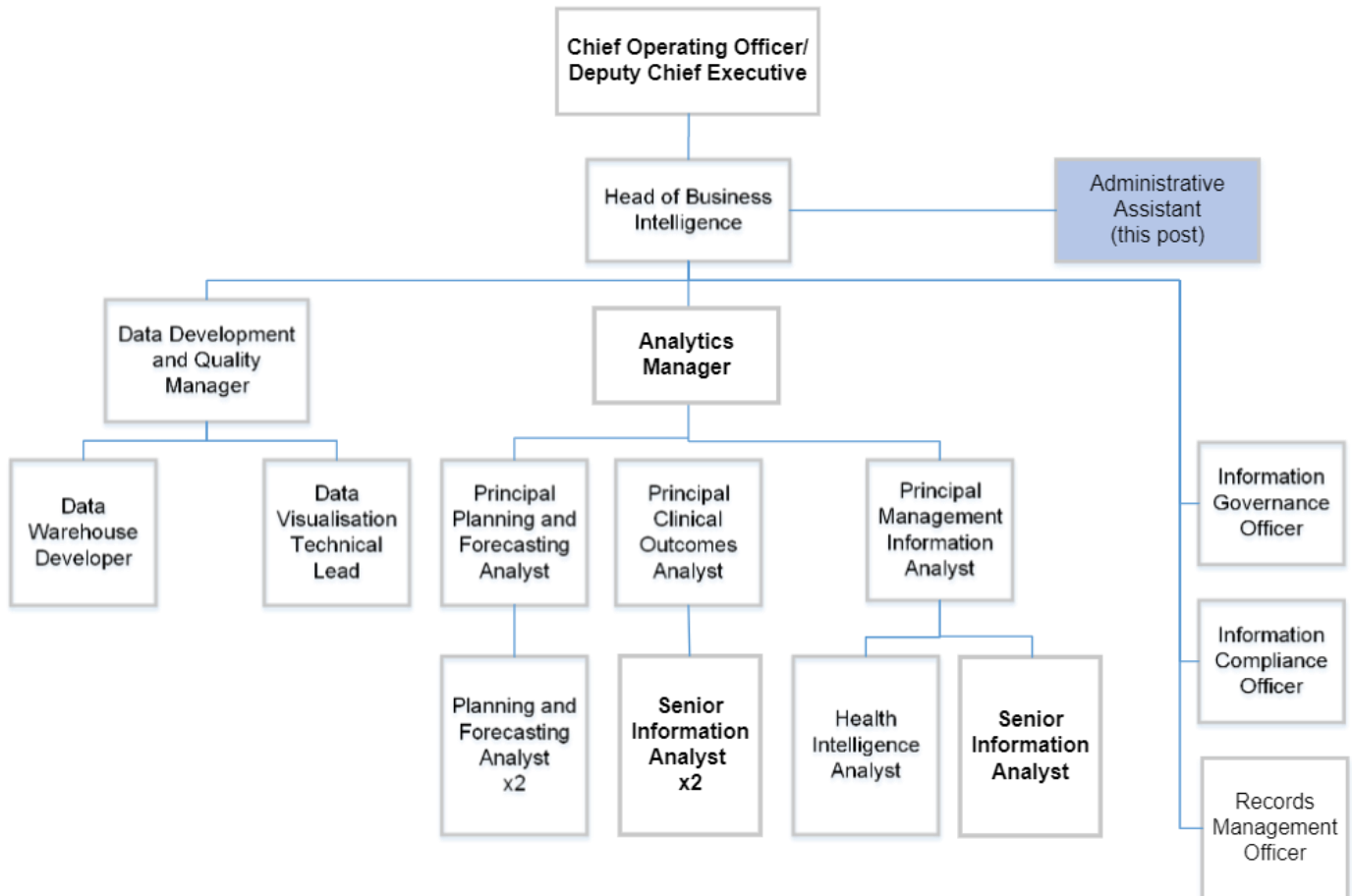
5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

- You will provide a professional, confidential and proactive administrative and PA support service to members of the Business Intelligence Management Team
- Extensive diary management, organising and scheduling meetings and managing the time effectively of those you support
- You will be the first point of contact for internal and external contacts, successfully building strong relationships with all key stakeholders whilst protecting the time of the managers you support
- Preparing day packs for managers, which include relevant information and papers relating to their planned day
- Creating and monitoring carry forward trackers for Senior Management Team
- Preparing correspondence on behalf of the management team to send to external bodies, internal departments and members of staff

- Preparation of Agendas, Minutes and action trackers for corporate forums and departmental meetings
- Logging Freedom of Information and Data Protection requests and preparing suitable responses, allocating to appropriate management level for resolution action and monitoring compliance standards against agreed national targets
- Preparation of complaint analysis reports, making recommendation for improvements
- Formatting reports, team bulletins and correspondence, using on-line communication systems
- Booking travel arrangements and organising itineraries
- Prioritising own and leaders e-mails, ensuring best use of time and ensuring tasks and activities are completed within time, cost and quality targets
- Liaise with other administrative teams within Scottish Ambulance Service to effectively manage meeting requests with the Executive and other leadership teams
- Managing all correspondence including emails addressed to the management team, drafting and tracking appropriate responses
- Booking and scheduling all cyclical meetings, offering support to team members as and when required
- Managing holiday requests on behalf of the leadership group, ensuring appropriate management cover is available at all times
- Assist the leadership team achieve deadlines are met by ensuring effective planning, organisation and monitoring systems are in place to support management of the busy workload
- Overseeing and organising corporate hospitality and events
- Managing records and information, ensuring compliance with GDPR
- Assisting with monthly payroll processing which may involve preparing staff time sheets for authorisation and inputting data into payroll systems

6. EQUIPMENT AND MACHINERY

- Be proficient and operating at advanced level in Microsoft packages, in particular Word, Excel and Sharepoint.
- Able to use audio equipment for transcribing
- Other equipment that may be used include general office equipment such as a scanner, photocopier and fax machine.
- As we progress digitally, experience of operating tablets, uploading information onto social media platforms and other AV equipment will be required.

7. SYSTEMS

- Maintaining employee absence records electronically
- Management of electronic and manual filing systems
- Updating HR information on internal databases
- Ensuring staff directory information and outlook distribution lists are kept up to date
- Use of NHS Mail
- Internal computer programmes will be used for updating staff bulletins, ordering goods and services, payroll processing, amongst other activities

8. DECISIONS AND JUDGEMENTS

- You have the ability to work using your own initiative and are proactive in your approach to managing your workload and the workload of those you support.
- You follow clear guidelines on your financial limits and will refer to your direct line manager when you need to
- You are able to comfortably delegate to others, for example members of the administration team and members of the management team's direct reports
- You use your judgement when dealing with complex issues, referring to appropriate persons for guidance and support

9. COMMUNICATION AND RELATIONSHIPS

The Administrative Assistant will communicate with all levels of staff across the team, directorate and with wider Scottish Ambulance Service staff.

Within own department and other Scottish Ambulance Service Divisions:

Regular contact with Directors, Heads of Service, Team Members, administration staff, face to face by telephone,-mail and in writing.

External to Scottish Ambulance Service:

The Administrative Assistant will provide a proactive and professional point of contact to manage enquiries from external bodies including Scottish Government Health Directorate, MSPs, other NHS boards, national ambulance services, voluntary organisations, members of the public and complainants.

The post holder is required to operate with utmost discretion, dealing with highly confidential information, using diplomacy and tact when communicating with a range of stakeholders.

Have the ability to build trust and form strong relationships with the management team and the wider regional team members.

Have a flexible and resourceful approach to work, enjoying working as part of a team.

10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

- Be able to deal with competing demands with the ability to prioritise tasks effectively
- Attention to detail with good accuracy on all written communications
- Effective planning skills
- Be able to work on own initiative and proactively manage the workload of those you support
- Have the gravitas to be able to communicate effectively with internal and external stakeholders, representatives from NHS bodies, senior managers and all employees
- Excellent knowledge of Microsoft IT systems – Word, Power Point, Excel, Outlook and SharePoint
- Ability to work with confidential data and remain discreet when handling sensitive information
- Remaining calm and professional when dealing with demanding situations in a corporate and health sector environment

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

The role is pivotal to supporting the busy senior management team deliver on their objectives. Being able to prioritise effectively along with being highly organised and efficient is a key attribute of this job.

Being able to develop good relationships at all levels is critical and having a can-do attitude to work is essential.

Managing competing demands effectively, ensuring work is completed to a high standard.

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

- Experience of supporting a number of senior managers in a PA capacity
- Minimum HNC in Business Administration or equivalent SVQ in a business related subject
- Demonstrable experience of using Microsoft packages.
- Evidence of continuing with professional development
- Excellent organisational skills with an ability to prioritise effectively and manage workload effectively to meet deadlines
- Able to work on own initiative
- Practical experience of extensive diary management
- Fluent minute taker.
- Flexible