



# Executive Assistant (to Medical Director and Director of Nursing, Governance and AHPs)

## JOB DESCRIPTION

Job Title:	Executive Assistant (to Medical Director and Director of Nursing, Governance and AHPs)
Salary:	£28,271 pro rata
Hours of work:	30 hours per week
Reports to:	Director of Nursing, Governance and AHPs

## Job Summary

The postholder will assist the Medical Director and Director of Nursing, Governance and AHPs, to lead the organisation through high quality, effective administration including governance. They will be responsible for the collation and production of papers for subcommittees and working groups, working towards the achievement of the hospice's vision and mission.

## Responsibilities

- Collate data for regulator compliance such as CQC and ICB reports
- Ensure that Information Governance and other relevant policies are complied with.
- Manage projects as directed by the Directors
- Ensure robust documentation for rotational doctors
- Support the clinical governance structure, delegating work as necessary, to ensure standards are maintained e.g. the suite of hospice policies and audit plans are monitored and updated by relevant staff in a timely manner
- Work with the Director of Nursing, Governance and AHPs to:
  - Identify necessary workstreams and implement improvement plans in relation to the CQC's requirements, this will involve liaison across clinical and non-clinical services to achieve regulatory standards
  - Manage and oversee the administration of the Hospice's incident reporting system
  - Ensure that hospice policies on the retention and destruction of confidential information are clearly followed
  - Ensure contracts for services are managed
  - Work with service leads and the finance team to ensure accurate and timely processing of invoicing etc
- Organise and support internal and external meetings with responsibility for agenda

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## Responsibilities

preparation, information packs, minutes, action notes, travel and accommodation and hospitality as required

- Effective diary management for the directors
- Ensure clarity and accuracy in all aspects of administration
- Maintain and develop effective filing systems
- Be innovative by continuously improving efficiency and productivity
- Communicate and record information appropriately and accurately especially matters of a confidential nature including maintenance of confidential / secure / archived files.
- Data inputting and development of spread-sheets e.g. for KPIs, activity data, performance monitoring etc.
- Production and presentation of data as required.
- Analyse and assess reports to identify next steps and actions
- Liaison and collaboration across clinical and non-clinical services
- Management of annual leave for the medical team and clinical directors

### VOLUNTEERS

The Hospice has the advantage of being supported by a number of volunteers.

If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

### CONFIDENTIALITY

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

### DATA PROTECTION

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.



## PERSON SPECIFICATION

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Reviewed: April 2024

This Job Description is not exhaustive but provides an outline of duties and responsibilities. It does not form part of the Contract of Employment and will be subject to periodic review with the postholder

## Qualifications

- A-Level or equivalent level of qualification/experience
- Business Administration or Executive Assistant qualification

## Relevant Experience

- Recent experience as an effective personal assistant
- Experience of working directly with the public
- Experience as an effective administrator
- Experience of leading and delivering small projects (in a work setting)

## Key Skills & Abilities

- Manage pressures, workloads and prioritise accordingly
- Excellent, up-to-date administrative skills including word processing use of Microsoft applications, data inputting and management, email, spread-sheets etc.
- Strong written and oral communication skills including ability to take accurate notes for meetings, audio typing etc.
- Excellent interpersonal and supporter care skills
- Ability to work alongside and build relationships with a wide range of people including senior leaders, volunteers and other staff
- Excellent diplomacy skills and understands the nature of this role there will be a high level of confidential information divulged and the ability for it to remain confidential.
- Work on own initiative and as team player
- Ability to work with a varied workload and keep calm under pressure, working to tight timescales
- Ability to adapt and be flexible in response to the needs of the Medical Director and Director of Nursing Governance and AHPs

## Other

- Excellent interpersonal skills and used to working with a senior team
- Sufficient personal resources to work effectively in a palliative care setting
- Commitment to personal and professional development
- An understanding of and demonstrable commitment to the Hospice's Values as a framework for decisions, actions and behaviours.
- Understanding and commitment to the aims of Equality, Diversity and Inclusion
- Appreciation and commitment to confidentiality
- Willingness to adapt hours to meet organisational needs including some evening meetings