

### ROLE BRIEF

<b>Department:</b>	<b>Executive Support</b>
<b>Job Title:</b>	<b>Assistant to the Senior Management Team</b>
<b>Responsible To:</b>	<b>Head of Clinical Services, The McIndoe Centre</b>
<b>Location:</b>	<b>Management Office, The McIndoe Centre, East Grinstead</b>
<b>Key Duties:</b>	<ul style="list-style-type: none"> <li>• Provide an effective administrative and support service to the Head of Clinical Services at The McIndoe Centre and other members of the Executive Team and Senior Management Team, which will include: <ul style="list-style-type: none"> <li>– Diary management, using Microsoft Office Outlook.</li> <li>– Preparing agendas/papers and taking minutes/recording action points at key meetings, ensuring timely distribution of all relevant papers.</li> <li>– Booking and arranging meetings, internal and external, including travel arrangements where required.</li> <li>– Manage incoming and outgoing post/correspondence, including the drafting of responses and/or the proofing of prepared responses. This will include providing assistance in the writing of responses to complaint letters.</li> <li>– Preparing and formatting a variety of documents as required, using Microsoft Office applications (Word, Excel and PowerPoint) and extracting information from other sources. This will include the creation of presentations (PowerPoint) and performance graphs (Excel), liaising with other departments as necessary .</li> <li>– Creating and/or maintaining a variety of databases, using Microsoft packages in addition to other software.</li> <li>– Monitoring action plans, liaising with managers across the business to ensure timely completion of tasks.</li> </ul> </li> <li>• Manage the consultant Practice Privileges process, maintaining the consultant database and ensuring compliance with regulations.</li> <li>• At the request of, and under the direction of, the Head of Clinical Services, provide ad hoc support to the Clinical Team.</li> <li>• Support the Horder Centre Executive Office in the delivery of their duties e.g. to ensure meeting of deadlines (this is a reciprocal requirement).</li> <li>• Provide cover/support as required in the absence of Horder Centre Executive Support colleagues.</li> </ul> <p><b>Additional Duties:</b></p> <ul style="list-style-type: none"> <li>• Ensuring the smooth running and availability of the facilities shared by the Management Office – printer, photocopier, etc. – liaising with the relevant departments for maintenance/repair issues.</li> <li>• Collation and distribution of the Weekly Operational Bulletin.</li> <li>• General office administrative duties such as filing, photocopying, and answering the telephone.</li> </ul>

	<ul style="list-style-type: none"> <li>Be the first point of contact for the Management Office, meet and greet visitors (internal and external).</li> </ul> <p>This list is not exhaustive – flexibility and the willingness to adapt to what is required are key requirements of this role.</p>
<b>Key Accountabilities:</b>	<ul style="list-style-type: none"> <li>Proactively deliver a first class, 'right first time', professional administrative and support service to the Head of Clinical Services and other members of the Executive Team and Senior Management Team, as required.</li> <li>Monitor own workload in order to ensure completion/delivery of tasks and projects.</li> <li>Actively support decisions made by the Executive and Board, demonstrating the values of the organisation in day-to-day activities and acting as an internal ambassador for Horder Healthcare.</li> <li>Ensure the smooth running of the McIndoe Centre Management Office, providing support wherever it is needed in order to achieve this.</li> </ul>
<b>Key Knowledge, Skills and Experience:</b>	<p><b>Must Haves</b></p> <ul style="list-style-type: none"> <li>Educated to AS/A Level standard</li> <li>Confidence in using Microsoft Outlook for diary management, booking and arranging meetings</li> <li>Minimum one years' experience as a PA/providing administrative support, including minute taking</li> <li>Competent in all Microsoft Office applications and confidence in using other software packages (after suitable training)</li> <li>A good understanding of English grammar and punctuation and its practical application</li> <li>Be able to deal appropriately with highly sensitive/confidential information</li> <li>Excellent organisational skills with an ability to effectively prioritise workload and multi task</li> <li>Excellent communication skills both verbal and written</li> <li>Accuracy and excellent attention to detail</li> <li>Be unflappable, with an ability to remain calm and unperturbed in a demanding office environment</li> <li>Able to work on own initiative but also a good team player</li> <li>Positive and professional approach; energetic and enthusiastic</li> <li>Flexible and willingness to 'try anything'</li> <li>Have a proactive and questioning approach to work, keen to develop own understanding</li> </ul> <p><b>Nice to Haves</b></p> <ul style="list-style-type: none"> <li>BTEC in Business Administration or similar</li> <li>Experience of working in a healthcare environment</li> <li>Experience of taking verbatim minutes/notes</li> </ul>

<b>Health and Safety:</b>	<p><b>The Health Act 2008</b></p> <p>Code of Practice for Prevention and Control of Healthcare Associated Infections:</p> <p>You will carry out your duties in a way that maintains and promotes the principles and practice of infection prevention and control. You will comply with national standards, policies, guidelines and procedures. If you need a few tips, speak with our Infection Control Specialist.</p> <p>For clinical colleagues with direct patient contact, this will include (but is not limited to):</p> <ul style="list-style-type: none"> <li>• compliance with clinical procedures and protocols, including uniform and dress code</li> <li>• the use of personal protective equipment</li> <li>• safe procedures for using aseptic techniques</li> <li>• safe disposal of sharps.</li> </ul> <p>Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Datix system.</p>
<b>Equal Opportunities</b>	<p>Horder Healthcare's Equal Opportunities Policy tells you all about our commitment to ensuring that no patient, colleague or prospective colleague is discriminated against, whether directly or indirectly on the grounds of: gender, sexual orientation, age, marital status, responsibility for dependents, disability, religion, creed, colour, race, nationality, ethnic or national origin, trade union activity, social background, health status, or is disadvantaged by conditions or requirements which cannot be shown as justifiable.</p>
<b>Confidentiality</b>	<p>You will make sure that no confidential information is disclosed about Horder Healthcare or its associated companies (including information about patients and colleagues) to any unauthorised person.</p>
<b>Safeguarding</b>	<p>You will be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm. Reporting safeguarding concerns to appropriate professionals and recording incidents accurately.</p>
<b>People Managers</b>	<p>You have a responsibility to manage your team, ensuring safe staffing levels at all times. You should ensure all new team members are effectively inducted into your department; making sure that mandatory training is complete and kept up to date. You should effectively manage your team members, monitoring performance and absence, using the HR policies and procedures.</p>

<b>Review</b>	<p>Whilst this role brief outlines the main duties of your role identified at the date of issue, you may be required to carry out additional tasks as requested by senior colleagues.</p> <p>Your role may be subject to amendments in the light of changing needs of the business, and will be reviewed periodically, which we will discuss with you first.</p>
<b>Role Brief Agreement</b>	<p>I have read this role brief and understand the contents of my day-to-day duties. I also understand that this role brief may change over time with the business needs of Horder Healthcare. I understand that the role brief will therefore be subject to periodic review.</p> <p><b>Colleague name:</b></p> <p><b>Colleague signature:</b></p> <p><b>Date:</b></p>