

# EXECUTIVE SUPPORT OFFICER

## Candidate Pack



## Job Summary

*\*\*This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read. Our goal is to make the application process more accessible and inclusive for everyone.\*\**

- This job is to help senior staff at the hospital by organising their diaries and meetings while someone is away on maternity leave.
- You will take notes during meetings, write them up clearly, and help with other office tasks.
- You'll need to use computer programs like Outlook, Word and Excel every day.
- You'll speak to lots of different people, so being polite and professional is important.
- You'll also help with things like ordering supplies, answering phones, and keeping the office tidy.
- You must be good at working in a team and managing your time well.

## Job Description

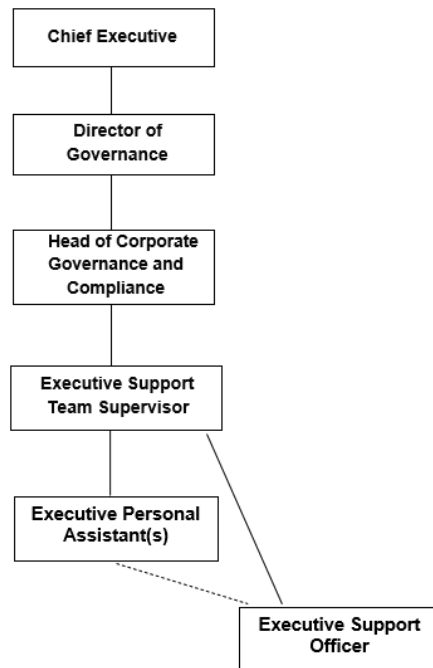
<b>Job title:</b>	Executive Support Officer
<b>Grade:</b>	4
<b>Site:</b>	RSH
<b>Accountable to:</b>	Executive Support Team Supervisor
<b>DBS required:</b>	None

## Main Duties

- Provide secretarial support for executives and meetings, including arranging meetings, drafting agendas, minute or note taking as appropriate, and undertaking effective scheduling and forward planning.
- Provide cover for colleagues, when required. This can include daily validation of operational data and co-ordination of complaints.
- Daily administration duties including confident use of MS Outlook, Word, PowerPoint, Excel and other software packages as required.
- Undertake administrative and organisational duties, working collaboratively to provide support across the team at peak periods.
- Use initiative to prioritise own workload and ensure deadlines are met, exercising discretion as to the degree of urgency, importance and confidentiality required, seeking advice as necessary, against a background of exposure to frequent interruptions to routine.

- Act as first point of contact for visitors and stakeholders attending Trust Headquarters, dealing with enquiries or issues in a professional, courteous and diplomatic manner.
- Coordinate the Trust HQ incoming mail process, including daily collection and distribution of post, using judgement and knowledge to direct to other areas of the Trust where necessary.
- Manage the Executive Meeting Room diary, and ensure the room and equipment therein is kept clean, tidy and well maintained at all times.
- Ensure telephone calls into the Executive Support Office are answered in the absence or unavailability of relevant colleagues, taking prompt action on responses as necessary.
- Provide assistance to Executive Directors who visit or call into the office with queries in the absence of their Executive PA or 'buddy' PA.
- Provide refreshments for meetings and/or order refreshments/catering, if required.
- Ensure the printers on both levels of Trust HQ are available to use, including timely reordering of supplies, and speedy reporting of faults.
- Ensure the Trust HQ stationery supply is maintained at an effective level, through timely ordering to an agreed stock level, raising requisitions for replenishment as required.
- Coordinate Estates and IT requests relevant to the Executive Directors, e.g. reporting of Estates issues, ordering of door signs, IT requisitions.
- Raise and process procurement requisitions via the Oracle system and support with other financial and procurement matters, including supporting the submission of expenses, where required.
- Arrange and coordinate internal/external meetings and events, travel and accommodation, as required.
- Comply with the corporate office filing, retrieval and archiving protocols for papers, data and associated documentation.

## Organisational Chart



## Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>NVQ Business Admin Level 3 or equivalent.</li> <li>Good standard of general education, including GCSE English and Maths Grade 9-4 or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>Secretarial and typing qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of taking and producing high quality minutes of meetings.</li> <li>Diary management and secretarial experience.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Experience of providing general admin support in a busy environment, as part of a team.</li> <li>• Excellent skills in Microsoft Outlook, Word, PowerPoint, Excel, and other software packages as required.</li> <li>• Experience of organising and supporting meetings.</li> <li>• Evidence of ability to work proactively under pressure with minimal supervision.</li> <li>• Able to work flexibly to meet the needs of the service.</li> <li>• Effective and motivated team worker.</li> <li>• Enthusiasm and passion for making a difference and for change/improvement.</li> <li>• Clear commitment to personal development.</li> <li>• Must have the utmost integrity and regard for the confidential environment in which they will be working.</li> </ul>	
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Example</li> <li>• Example</li> <li>• Example</li> </ul>

	<ul style="list-style-type: none"> <li>• A high level of professionalism, discretion, diplomacy and confidentiality.</li> <li>• Experience of working in a confidential environment.</li> <li>• Excellent organisational and time management skills.</li> <li>• The ability to calmly and effectively prioritise numerous tasks and work under pressure to achieve tight deadlines.</li> <li>• Ability to use initiative.</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Experience of taking and producing high quality minutes of meetings.</li> <li>• Diary management and secretarial experience.</li> <li>• Excellent skills in Microsoft Outlook, Word, PowerPoint, Excel, and other software packages as required.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Experience of organising and supporting meetings.</li> <li>• Evidence of ability to work proactively under pressure with minimal supervision.</li> </ul>	
--	---	--

## General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## Health and safety

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

## Infection prevention and control (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and

- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

## Information governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

**Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

**Disclosure of Information** - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.

**Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

## Professional standards and performance review

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

## **Safeguarding children and vulnerable adults**

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
  - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
  - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

## **Social responsibility**

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

## **Continuous improvement**

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

## **Equal opportunities and diversity**

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against

on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

