

EXECUTIVE PERSONAL ASSISTANT

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, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone

- Provide confidential administrative and secretarial support to a senior executive.
- Manage diaries, emails, and meeting schedules to help the executive use their time effectively.
- Act as the first point of contact for enquiries, handling them professionally.
- Organise meetings and events, including preparing agendas, taking minutes, and following up on actions.
- Handle travel arrangements, expenses, and other administrative tasks accurately and on time.
- Work flexibly with other Executive PAs to provide cover and support when needed.

Job Description

Job title:	Executive Personal Assistant
Grade:	5
Site:	The Royal Shrewsbury Hospital
Accountable to:	Executive Support Team Supervisor
DBS required:	No

Job Purpose

- The post holder will provide a confidential administrative and secretarial support service, primarily to an assigned member of the Executive Team, to enable them to perform effectively within a challenging and complex regulated environment.
- Whilst the holder of this post will primarily be assigned to support a named member of the Executive Team, the post holder will be expected to work collaboratively when required, in support of the wider Executive Team, to cover absence and/or remote working of colleagues.
- In the event of any structural or organisation changes in the future, it should be noted that it may be necessary to review and re-assign the post holder to another member of the Executive Team in line with operational requirements at that time.

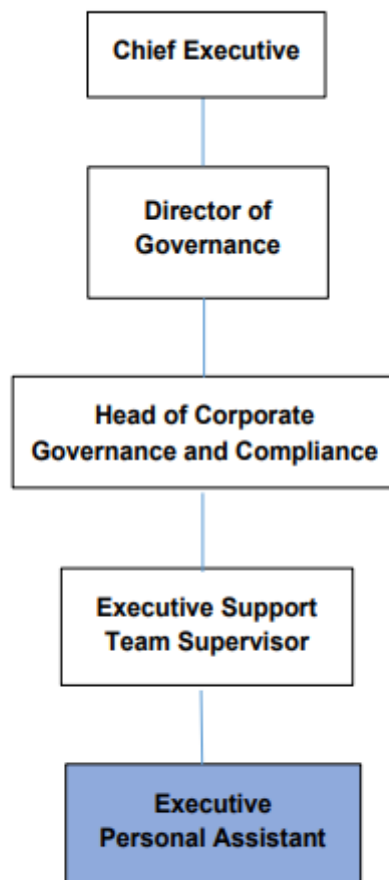
Main Duties and Responsibilities

- Provide a comprehensive and professional Executive PA service, removing unnecessary demands and pressures from the Executive Team member • Act as first point of contact, dealing with enquiries or issues in a professional manner, with diplomacy and expertise
- Complex diary management, using judgement when dealing with the scheduling and rescheduling of appointments and meetings, to ensure most effective use of Director's time, and effective forward planning for annual schedule of meetings
- Liaise with colleagues on actions required by/for the Director, and progress chase as necessary to ensure that deadlines are achieved
- Manage an accurate Bring Forward system for meeting papers and pending items • Monitor and manage incoming emails and post/documents. Take appropriate and timely action wherever possible or alert Director/allocate to other colleagues, as appropriate
- Provide administrative and secretariat support to meetings chaired by the Director, or where the Director is executive lead, drafting agendas, minute taking and production, undertaking effective forward planning, and the follow up of actions
- Arrange and coordinate internal/external meetings and events, travel and accommodation, as required
- Typing, transcription and distribution of correspondence, reports and documents
- Use initiative to work accurately under pressure, prioritising own workload in order to meet strict deadlines
- Undertake ad hoc project work as required, researching issues and preparing summaries/reports
- Ensure an effective filing, retrieval and archiving system for papers, data and associated documentation
- Coordination of recruitment and HR activities, documentation and data entry, as appropriate, on behalf of Director
- Support expense submissions, and procurement related matters, in line with any pre-determined delegated authority level as may be deemed appropriate to the role
- Work collaboratively with the Executive Support Team Supervisor and other Executive PAs to ensure that resources are used flexibly to meet demand, including appropriate office cover and the provision of assistance in times of particular pressure in any area

Other requirements

This job description is indicative of the range of responsibilities of the post. It is not intended to be an exhaustive list of duties and the post holder may undertake other duties not specified within the job description but within the general scope of the post.

Organisational Chart



Person Specification

	Essential	Desirable
Qualifications	- NVQ Level 3 in business or administration, or equivalent level of qualification, or significant previous proven experience working at executive/senior manager level for a significant length of time - Good standard of general education, including GCSE English or equivalent - IT qualification, eg ECDL	Secretarial qualification
Knowledge, Behaviours and Experience	- Proactive and self-motivated and a completer/finisher - Exceptional attention to detail whilst working at pace - Highly literate, with excellent written communication skills - Good all-round ICT knowledge, including daily use of Microsoft Office suite, Portable Document Format (.pdf) creation software, eg Adobe Acrobat and file sharing software, eg ShareFile - Demonstrable experience of minuting executive level meetings and transcribing to a high	

	professional standard • Able to work flexibly to meet the needs of the service • Effective and willing team worker • Enthusiasm and passion for making a difference and for change/improvement • Clear commitment to personal development	
Skills	• A high level of professionalism, discretion, diplomacy and confidentiality • Excellent organisational and time management skills • The ability to calmly and effectively prioritise numerous tasks and work under pressure to achieve tight deadlines • Excellent written and verbal communication skills • Ability to use initiative as appropriate • Demonstrable ability to transcribe concise, accurate and professional minutes of sometimes complex and lengthy meetings	
Other	• Willing to travel to either Trust site for meetings as required	

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 Trust's Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

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.

