

PERSONAL ASSISTANT - SURGERY CENTRE

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.

- The role provides confidential admin and secretarial support to the Operational Manager and Matrons, acting as their main point of contact.
- It involves organising diaries, meetings, travel, paperwork and information so the Centre runs smoothly.
- The post holder manages staff records, supports recruitment, keeps training and appraisal information up to date and helps with workforce processes.
- They help improve services by supporting quality work and building good relationships across the Trust.
- The role includes looking after office systems, ordering stock and making sure resources are used safely and responsibly.
- It requires working calmly during busy periods, handling interruptions and dealing with sensitive situations in a professional way.

Job Description

Job title:	Personal Assistant - Surgery Centre
Grade:	3
Site:	the Royal Shrewsbury Hospital
Accountable to:	Operational Manager & Matrons
DBS required:	None

JOB PURPOSE

The post holder provides a professional and confidential administrative and secretarial service for the Operational Manager & Matrons.

The post holder will work with administrative colleagues within the Clinical Centre, as well as corporately with all Trust employees, to assist the Operational Manager & Matrons in delivering the Trust's overall strategic objectives.

The post holder works autonomously within defined policies and procedures, although advice is available.

Main Duties and Responsibilities

1. *Secretarial and Administrative*

- Acts as a first point of contact for the Operational Manager & Matrons, dealing with staff of all levels inside and outside the Trust.
- Diary management on behalf of the Operational Manager & Matrons, including resolution of conflicting diary appointments.
- Prioritisation and delegation of incoming mail and telephone calls.
- Organisation of meetings, conferences, presentations, workshops and training events, including arranging external speakers, booking venues and all associated administration.
- Organisation of patient, carer or public meetings on behalf of the Operational Manager & Matrons.
- Provision of suitable travel and accommodation arrangements for the Operational Manager & Matrons and other staff on an ad hoc basis.
- Minute taking and transcription of formal meetings on behalf of the Operational Manager & Matrons.
- Creation of databases and/or spreadsheets.
- Preparation, typing and distribution of correspondence, reports and ad hoc papers to support the work of the Operational Manager & Matrons and Clinical Centre.
- Implementation of relevant office policies and procedures, suggesting changes as appropriate.
- Management of office systems, including a Bring Forward system for meeting papers and pending items.
- Responsibility for maintaining storage and retrieval systems (paper or electronic) on behalf of the Operational Manager & Matrons or for other Centre requirements.
- Demonstration of own responsibilities to new or less experienced members of staff.

2. *Centre Workforce Administration*

- Responsibility for the preparation and maintenance of all workforce documentation on behalf of the Operational Manager & Matrons, including:
 - Preparation of contracts of employment in readiness for signature;
 - Preparation of ESR forms in readiness for signature;
 - Management of personnel files;
 - Maintenance of annual leave booking processes;
 - Maintenance of sickness monitoring;
 - Maintenance of appraisal records;
 - Booking and maintaining records of statutory training records for relevant staff within the Centre;
 - Maintenance of personnel files.
- Appraisal planning and coordination (over a 12-month timescale) for all relevant staff on behalf of the Operational Manager &

Matrons.

- Co-ordination of recruitment processes on behalf of the Operational Manager & Matrons including:
 - Ensuring recruitment documentation is up to date and completed;
 - Ensuring the correct approval process is followed and all relevant approvals are confirmed;
 - Liaison with Human Resources to place an advert;
 - Acting as Administrator for vacancies within the Centre;
 - Providing all administrative support and arrangements for interviews.

3. *Quality and Service Improvement*

- To support quality and service improvement within the Centre and work with other services and Centres to ensure effective patient care and the effective use of all Trust resources.

4. *Representing the Centre and the Trust*

- To support the Operational Manager & Matrons in establishing effective working relationships at all levels inside and outside the Trust.
- To foster good working relationships with and colleagues within the Centre and the Trust.
- To act as an ambassador for the Centre within the Trust.

5. *Finance and Resources*

- Management of relevant Centre stock with responsibility for ordering stock on behalf of the Centre.
- Responsibility to ensure that the Centre's assets and resources are used efficiently and economically.
- Responsibility to ensure that all business is carried out in accordance with the Trust's Standing Orders and Standing Financial Instructions.

Physical, Mental and Emotional Demands of the Post

- Occasional analysis of information in order to identify trends or highlight potential issues.
- Coping with frequent interruptions during periods of concentration.
- Occasional exposure to verbal aggression.

Working Conditions

- To work in normal office conditions, including regular VDU work.
- Occasional travel between all Trust sites.

Review

This job description is an outline of the principal areas of responsibility and may be subject to periodic change. The job title is not restrictive and the job holder may at any time be required to undertake other duties within their competence beyond the confines of this job description.

The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development of the job holder. All changes will be discussed with the post holder.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• NVQ3 or equivalent qualification or experience, plus relevant work-based experience.• Evidence of a commitment to continuous professional development.	
Experience	<ul style="list-style-type: none">• Proven ability to provide secretarial support to a manager.• Evidence of ability to achieve own work targets.	
Knowledge and skills	<ul style="list-style-type: none">• Evidence of ability to deal with confidential and occasionally complex and sensitive matters with diplomacy and expertise.• Evidence of ability to manage own workload effectively.• Evidence of ability to exercise own judgement and occasionally analyse situations in order to identify a way forward.	

	<ul style="list-style-type: none"> • Evidence of ability to make decisions. • Knowledge of full range of secretarial policies and procedures. • Evidence of advanced keyboard skills. • Evidence of standard level use of IT packages such as Microsoft Office suite of products. • Ability to use relevant bespoke health or Trust IT products such as e-Rostering software or E 	
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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 & 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;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. 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;

- 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 staff;
- 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;
- 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. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive 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** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. 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. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face 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 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;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

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.

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 aims 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.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

