

JOB DESCRIPTION

Role:	PA to the CEO and Administration Manager
Salary and Band:	£27,050 per year
Location:	Home based/Flexible
Hours:	Full time, 37 hours a week, flexible working considered
Report to:	Assistant Director (Governance, Planning & Evidence)
Directorate:	Governance, Planning & Evidence
Direct reports:	None

Main Purpose and Scope of the Job

To ensure the smooth running of SignHealth's corporate administrative processes, including inbound contact from external sources and associated customer service. To provide a strictly private and confidential personal assistant role to the Chief Executive of SignHealth. To provide pro-active administrative support to ELT members including planning and organising of ELT meetings.

Duties and Key Responsibilities

Administration Manager

- To receive inbound contact from external sources (phone, email, etc) and respond accordingly either by signposting the contact to the correct SignHealth colleague or providing a direct answer.
- To deal with incoming and outgoing post via a PO Box as agreed. Arrange couriers when requested.
- Manage informal SignHealth social events and other team-building events, for example Lunch and Learn events
- Order ID cards and provide induction to all new starters.
- Coordinate the repair and replacement of IT hardware across SignHealth, liaising with SignHealth's IT provider to resolve software and other issues.
- Coordinate Display Screen Equipment self-assessments for home-based staff
- To lead on procurement of new equipment to meet the organisation's requirements (for example, PPE during a pandemic)

PA

- To provide a comprehensive secretarial and administration service to the Chief Executive across the range of their work.

- To develop, maintain and review administration systems to achieve maximum efficiency.
- To maintain and organise the Chief Executive's diary and respond to external and internal queries to the Chief Executive in a timely and professional manner.
- To schedule meetings and take minutes if required to do so.
- To circulate reports, minutes and agendas for meetings.
- To liaise with the Chair and other Board Members on various matters as required.
- To co-ordinate the Chief Executive's travel arrangements.
- To co-ordinate the booking of communication support for the Chief Executive, in line with their Access to Work budget.

ELT and Leadership Team

- Scheduling and arranging meetings in line with ELT's and LT's agreed plan
- On an exceptional basis, undertake administration for any ELT member as directed by the Chief Executive
- Support CEO to develop agendas and papers
- Plan and prepare ELT and Leadership Team meetings and issue agenda and papers on time
- Capture and produce Minutes of all meetings, check for accuracy and circulate in line with agreed timescales
- Develop action sheets and monitor actions for progress.
- Any other duties commensurate with the accountabilities of the post.

Person Specification

Qualification & Training	Essential/Desirable
Educated to A level standard or equivalent (desirable)	Desirable
Experience	
2 yrs previous Office Admin and PA experience	Desirable
Skills	
Excellent IT Skills, inc Microsoft packages i.e. Outlook, Word, Excel, Power point, Access, mic	Essential
Highly effective interpersonal skills with strong focus on providing excellent customer service to internal and external stakeholders	Essential
Excellent letter writing and organisational skills	Essential
Knowledge	
Clear understanding of confidentiality	Essential

Knowledge of SignHealth's activities	Desirable
Knowledge of SignHealth's external relationships and customers	Desirable
Ability	
Ability to work under pressure to agreed deadlines and adapt to change.	Essential
The ability to pay high attention to detail to ensure that high quality work leaves the organisation	Essential
Ability to work in a flexible manner – out of hours as required.	Desirable
Good written English and the ability to communicate at all levels	Essential
Ability to represent the company externally with key stakeholders	Essential
Commitment	
A commitment to promoting and protecting equality of opportunity.	Essential