

## Personal Assistant to Group Director/s

### Directorate

Overview	
<b>Role Purpose</b>	Provide a professional and efficient support service to either 2 designated Group Directors or 1 Group Director and Directors in their Directorate
<b>Responsible for</b>	Executive Director support Providing Executive Director support cover Director support within designated Directorate(s) where necessary
<b>Reports to</b>	Group Director
<b>Line management</b>	N/A
<b>Date</b>	June 2020

Role relationships	
Internal	Group Director/s Business Directors EA and PAs Other internal stakeholders
External	Customers External Stakeholders e.g. NHG partners, professional bodies and associations, G15 members, government representatives, local authorities, press

Role accountabilities
<p><b>Overview</b></p> <ul style="list-style-type: none"> <li>• Provide high quality, professional and comprehensive executive support services to the Group Director(s), including secretarial and administrative support day to day. Director support within designated Directorate(s) where necessary.</li> <li>• Act as project officer for various internal projects.</li> <li>• Use initiative and work independently to resolve issues or problems (at times without GD involvement), ensuring the effective and efficient management of the GD's work programme.</li> <li>• Provide effective diary management, email monitoring (including prioritisation), arrangement of travel/accommodation if required.</li> <li>• Represent GD(s) in a professional and confident manner, managing</li> </ul>

## Role accountabilities

- stakeholder relationships effectively.
- When working from an office location, welcome and offer hospitality to visitors as appropriate.
  - Provide effective day to day handling of confidential and sensitive material/documents/information.
  - Undertake research or lead on projects on behalf of the GD(s) where appropriate, ensuring that they have information from various sources in order to carry out their work.
  - Participate in an effective EA/PA/Admin network across NHG by supporting the others in the group in order to maximise efficiency, as well as acting as a role model for junior/new administrators/PAs, assisting with their development as required/appropriate.
  - Generate reports, presentations, policy papers and routine correspondence as required either for or on behalf of the GD(s) (and others if required).
  - Plan and organise internal and external meetings, workshops, awaydays etc. as required, producing agendas, capturing accurate and succinct minutes, arranging venue/catering as needed. This includes planning, organising and attending out of hours events as required.
  - Ensure GD(s) is(/are) well prepared for meetings and events by providing papers/documents in good time.
  - Follow up on actions or decisions (taken at meetings or otherwise instructed by the GD(s)) that require progression, ensuring all involved are kept informed and due process is undertaken. Organise and motivate colleagues as needed. Ensure that issues coming into the GD(s) are progressed and resolved in the short, medium and long term.
  - Efficiently keep information/filing/database systems up to date, including budget monitoring, providing administrative support on financial processes, e.g. purchase orders, invoices etc.
  - Consider improvements to existing administrative processes and implement as required/reasonable.
  - Plan events as required, ensuring that the GD(s) is(/are) prepared for such events.
  - Identify, flag and progress complaints/legal notices received by GD(s), ensuring an appropriate response is sent. This may involve liaising with teams, drafting, proof reading and quality checking complaint responses that come to the GD(s) for approval. Arrange follow up actions and oversee to completion if needed.
  - Support the GD directorate(s) as required, this may include managing post (collection, dispatch, mail outs), deliveries/couriers, stationery supplies, etc.
  - Provide cover for PAs providing GD support in other directorates, as well as Director support within directorate
  - Undertake ad hoc projects and tasks as directed.

## Role accountabilities

### General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that GDPR rules are followed so that NHG is compliant
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

This list of tasks and responsibilities is not exhaustive, the post holder may undertake other duties as required. As NHG develops a new competency framework, this will be added to all roles as appropriate.

## How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours	
Customer focus	<ul style="list-style-type: none"> <li>• Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always.</li> <li>• Commercial awareness / VFM in everything people do</li> </ul>
Accountability and delivery	<ul style="list-style-type: none"> <li>• Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions.</li> <li>• Tackle difficult situations with skill and generate appropriate solutions to complex problems for yourself, and others</li> </ul>
Service improvement	<ul style="list-style-type: none"> <li>• Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues.</li> </ul>
Communication and inclusion	<ul style="list-style-type: none"> <li>• Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others.</li> </ul>
As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.	

Essential knowledge, experience and skills	
Professional expertise (know how & experience)	<ul style="list-style-type: none"> <li>• Experience of providing PA support at director level.</li> <li>• Track record of success in an administrative role; meeting challenging objectives and delivering personal performance that exceeds expectations and targets.</li> <li>• Experience of and ability to build and effectively manage relationships at a senior level including those with boards, customers, partners and a range of stakeholders.</li> <li>• Evidence of excellent customer service achievements in a complex service delivery environment.</li> <li>• Experience of managing projects to deliver successful outcomes.</li> <li>• Experience of effectively dealing with changing priorities and arrangements, including coordinating the work of others.</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Skilled in agenda preparation, minute taking and drafting written correspondence appropriate to recipients.</li> <li>• Working independently and use initiative to solve problems in a professional setting as well as when working from home.</li> <li>• Strong influencing and negotiating skills supported by personal credibility, integrity and professionalism.</li> <li>• Effective and confident interpersonal skills with the ability to</li> </ul>

# Role profile

	<p>engage with a range of audiences and work in genuine collaboration with others.</p> <ul style="list-style-type: none"> <li>• Engaging personal style with the ability to inspire and engage with people and to personally communicate the values and priorities of the organisation.</li> <li>• Ability to carry out research, write reports and proof read.</li> <li>• Effective IT skills including advanced MS Office skills, proficiency in setting up and participating in meetings via MS Teams, and experience or an ability to use other databases/systems, such as HR or Finance systems.</li> </ul>
<p>Qualifications and/or professional membership</p>	<p>Relevant secretarial qualifications and/or degree (or equivalent) is desirable.</p>