

HOLY CROSS HOSPITAL

JOB DESCRIPTION

Job title:	Personal Assistant to Chief Executive Officer (CEO)
Responsible to:	CEO.
Accountable to:	CEO.
Key working relationships:	All Caregivers.

1. JOB SUMMARY

Reporting directly to the CEO, the Personal Assistant provides executive support in a one-on-one working relationship. The Personal Assistant serves as the primary point of contact for internal and external stakeholders on all matters pertaining to the CEO Office.

The Personal Assistant acts as a liaison to the Trustees and senior management teams; prioritising and ensuring that effective planning and administrative support facilitates the effective management of the hospital that is patient and Caregiver orientated whilst being mission and results driven.

The ideal individual will have the ability to exercise good judgment in a variety of situations, with strong written and verbal communication, administrative, and organisational skills, and the ability to maintain a realistic balance among multiple priorities.

2. MAIN DUTIES AND RESPONSIBILITIES:

Executive Support.

Completes a broad variety of administrative tasks for the CEO including:

- managing their calendar of appointments;
- composing and preparing correspondence that is sometimes confidential;
- arranging agendas; and compiling documents for multiple meetings;
- dealing with all correspondence and calls;
- drafting routine letters to a high standard;
- minute meetings;
- taking messages and other administrative tasks as required to support the Chief Executive.
- maintains effective filing and data storage including emails and retrieval systems ensuring the needs of the CEO are met.

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- Plans, coordinates and ensures the CEO's schedule is followed and respected. Provides a "gatekeeper"/ "gateway" role, creating win-win situations for direct access to the CEO's time and office.
- Works closely and effectively with the CEO to keep her/him well informed of upcoming commitments and responsibilities, following up appropriately. Acts as a "barometer" having a sense for the issues taking place in the environment and keeping the CEO updated.
- Prioritises conflicting needs; handles matters expeditiously, proactively, and follows-through on projects to successful completion.
- Undertake any other appropriate duties as required to support the Chief Executive to enable them to fulfil their role.
- Carry out all the duties with complete discretion and a high regard for confidentiality.

Advisory Committee Support and Liaison.

Serves as the CEO's and Chairperson's administrative liaison to the Advisory Committee Members:

- Assists Committee members as needed.
- Maintains discretion and confidentiality in relationships with all Committee members.
- Adheres to compliance with applicable rules and regulations set in Terms of the Committee regarding committee matters, including advance distribution of materials before meetings in electronic/paper format.

Senior Management Liaison.

- Participates as an adjunct member of the Executive Team including assisting in scheduling meetings and attending all meetings.
- Assists in coordinating the agenda of senior management team meetings and all Caregiver meetings pertinent to the CEO's office.
- Facilitates cross-divisional coordination of plans and reports to the CEO.

PERSONAL DEVELOPMENT

- Develop skills and undertake responsibilities as appropriate which will fulfil the purpose of the role and support the success of the organisation.
- Participate in the annual hospital appraisal scheme.
- Take responsibility for own personal development actively seeking learning opportunities as appropriate.
- Be committed to further development of own skills and knowledge.

HEALTH AND SAFETY

- Work at all times within the scope of the Health and Safety at Work Act of 1974 and the hospital policy for reporting of accidents, incidents, hazards and risk management.
- Maintain and protect the safety, confidentiality and dignity of patients and families.

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- Manage and maintain a clean, safe and tidy environment.
- Take an active role in the prevention and control of infection.

GENERAL

- Attends and completes mandatory training to the required standard.
- Attention to detail, including in terms of presentation, punctuality and supporting the maintenance of a safe and welcoming environment for all.
- Maintain the principles of the Data Protection Act of 1998 both within and outside of the hospital environment.
- Act in accordance with the hospital's Data Protection Policy.
- Be aware of personal compliance with work practice legislation.

Person Specification

		ESSENTIAL (E)	DESIRABLE (D)
Qualification and membership	Educated to postgraduate level or equivalent. Business Administration	E	D
Skills	Effective prioritisation and time management to meet deadlines for both own and CEO workload. Proactive planning. Excellent communication skills - verbal and written. Strong interpersonal skills. Active Listening. Excellent Microsoft Office skills.	E E E E E	

Experience and Knowledge	Meeting deadlines	E	D
	Ability to take accurate minutes, including being able to interpret and sum up complex discussions concisely	E	
	The ability to reflect and critically appraise own performance	E	
	Social Media Savvy	E	
	Ability to work flexibly and occasionally out with office hours	E	
	Complete discretion and an understanding of the need for confidentiality and GDPR.	E	
	Experience of managing and planning projects, conferences and events.	E	

This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS)

This job description represents an outline of the main components of the job and is not intended to be exhaustive. It may, with consultation be subject to additions and amendment as the need arises.

In addition to the duties and responsibilities listed the post holder is required to perform other duties as might reasonably be required.

This job description has been agreed between the post holder and the person to whom he/she is accountable.

Signature:.....Print name:.....
Post holder

Date:

Signature:Print name:.....
HR Manager

Date:.....