



# Wigan & Leigh Hospice

## Job Description

**Job Title:** Executive Assistant

**Reports to:** Chief Executive

**Base:** Hospice

**Date:** March 2022

**Job Purpose:**

To provide dedicated, high quality PA, secretarial and administrative support to the members of the Executive Team to ensure efficient operation of the leadership function.

The postholder must be able to work on their own initiative, manage sensitive and confidential information and balance competing priorities.

Objectives	Typical Tasks
<b>PA function</b>	<ul style="list-style-type: none"> <li>- Effectively manage shared electronic diaries, arranging meetings, visits and appointments</li> <li>- Support Executive Team workload by proactively taking on specific workstreams reporting back on progress as necessary</li> <li>- Collation of information for various meetings to meet specific timeframes</li> <li>- Responsible for managing complex and sensitive business and communications on behalf of the Executive Team</li> <li>- Contribute to effective information management within the Executive Team</li> <li>- Act as an initial point of contact for the Executive Team for enquiries and calls</li> <li>- Act as a welcoming and helpful point of contact receiving visitors considerately</li> <li>- Recognise and respond appropriately to urgent situations in a professional and efficient manner</li> <li>- Support the Company Secretary in Board related administrative processes</li> <li>- Exercise discretion, confidentiality and sound judgement in the role; helping to keep the Executive Team members aware of issues and opportunities</li> <li>- Adhere to hospice policies during all working practises</li> </ul>
<b>Special projects &amp; reports</b>	<ul style="list-style-type: none"> <li>- Work on special projects in support of the Executive Team as and when required</li> </ul>

	<ul style="list-style-type: none"> <li>- Collect, collate and interpret data using a variety of tools e.g. Excel, to provide concise reports for the Executive Team</li> <li>- Gather accurate and timely statistical information and present in management reports which are clear and meaningful</li> <li>- Conduct Subject Access Requests on behalf of the Caldicott Guardian</li> </ul>
<b>Meetings for Executive Team</b>	<ul style="list-style-type: none"> <li>- Arrange internal/external meetings as required including liaising with attendees, circulation of agendas, minutes and action logs, booking of rooms and organising catering</li> <li>- Take meeting minutes as and when required ensuring accurate transcription and timely production and distribution (this may include some meetings outside office hours by arrangement)</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>- Maintain an efficient and effective filing and retrieval system</li> <li>- Oversee the administrative process for hospice policies and procedures</li> <li>- Ensure all correspondence and reports are produced to a high standard using a clear, consistent and professional layout using a range of computer application, i.e. Word, Excel, Powerpoint etc.</li> <li>- Manage all incoming correspondence including recording, efficient distribution and drafting responses when appropriate</li> <li>- Work collaboratively with secretaries across the hospice to enable cross-cover during periods of absence</li> </ul>
<b>Quality, Standards, Governance &amp; safety</b>	<ul style="list-style-type: none"> <li>- Ensure all incidents and risks identified are reported via the incident reporting system (Ulysses)</li> <li>- Be aware of your own obligations under Health &amp; Safety legislation</li> </ul>
<b>Continuous self-development</b> Ensure knowledge, skills and competence are relevant to the role	<ul style="list-style-type: none"> <li>- Take responsibility for own professional development, identifying training and development needs to line manager</li> <li>- Complete mandatory training within deadlines</li> <li>- Participate in appropriate training and development where necessary to meet the requirements of the role and your commitment to continuous professional development</li> <li>- Participate in the hospice's annual appraisal process</li> </ul>
<b>Hospice Philosophy</b> Support the vision, philosophies and values of the hospice	<ul style="list-style-type: none"> <li>- Promote the core values of the hospice i.e. CARE; Compassion, Accessibility, Respect and Excellence</li> <li>- Demonstrate commitment to equality and diversity values.</li> <li>- Engage in critical thinking and maintaining a position of enquiry – open to hearing others perspectives and goals</li> <li>- Maintain confidentiality at all times</li> <li>- Act as a positive role model within the hospice and the wider community</li> <li>- Act with professionalism, dignity and empathy when carrying out your role</li> </ul>

	<ul style="list-style-type: none"><li>- Undertake any other duties that are in keeping with the values of the hospice that you have the skill and ability to carry out</li></ul>
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<b>Person Specification</b>	
<p><u>Essential</u></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• ECDL or equivalent, or equivalent level of experience</li> <li>• Educated to GCSE level 5 or equivalent in English and Maths</li> <li>• Secretarial qualification e.g. RSA stage 3 or equivalent</li> </ul> <p><b>Experience and Skills</b></p> <ul style="list-style-type: none"> <li>• Experience of supporting senior executive teams</li> <li>• Experience of providing admin support to a number of disciplines</li> <li>• Organisational skills with the ability to prioritise and multi-task for self and others</li> <li>• Confidence to proactively work with Executive Team members to help organise their workload</li> <li>• Able to deal with complex diary management requirements</li> <li>• Advanced knowledge of Microsoft Office applications</li> <li>• Experience of minute taking at board level</li> <li>• Be an effective communicator with excellent verbal and written communication and interpersonal skills</li> <li>• Quick learner who is able to solve problems autonomously</li> <li>• Time management skills</li> <li>• Ability to work to and manage changeable deadlines</li> <li>• Project management skills and ability to analyse and report on complex information</li> <li>• Ability to draft correspondence to a high standard on behalf of the Executive Team</li> <li>• Ability to remain calm under pressure and demonstrate this with diplomacy to others</li> <li>• Demonstrates a proactive approach to the needs of others</li> <li>• Minute taking of formal meetings</li> <li>• Project management experience</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Demonstrate confidentiality and discretion</li> <li>• Approachable, proactive and adaptable with a flexible approach to work</li> <li>• Team player who is able to work on own initiative</li> <li>• Assertive and confident</li> <li>• Self motivated and enthusiastic</li> <li>• Role requires tact, discretion, thoughtfulness, strong interpersonal skills / emotional intelligence and a good understanding of the role</li> </ul>	<p><u>Desirable</u></p> <p><b>Qualifications</b></p> <p></p> <p><b>Experience and Skills</b></p> <ul style="list-style-type: none"> <li>• Experience in the healthcare sector e.g. hospice or NHS</li> <li>• Experience of working in a charitable organisation</li> <li>• Experience/knowledge of working with volunteers</li> </ul>

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| <ul style="list-style-type: none"><li>• Full UK driving licence and access to a vehicle insured for business use</li><li>• Enthusiasm for development and innovative practice</li><li>• An ability to uphold the core values of the hospice.</li><li>• Awareness of the hospice's charitable status and its reliance on charitable donations which are influenced by clinical care delivery and the professionalism of hospice personnel</li></ul> |  |
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