**Job Description**

**Post:** Executive PA/Administrator

**Grade:** Hospice Grade 3

**Hours:** 22.5 hours per week

**Overall aim:**

* To ensure that a high standard of executive level administrative support is provided to Eden Valley Hospice and Jigsaw.

**Key areas**

* Responsible for providing and co-ordinating a high standard of administrative support to the Chief Executive, Senior Management Team, and the Board of Trustees, ensuring confidential correspondence and business documents are produced.
* Responsible for all support to the Chair and Board of Trustees, ensuring all confidential Board papers, documents and correspondence is produced on their behalf, along with the arrangements of meetings.
* Responsible for ensuring all high-level and confidential documentation is stored securely and appropriately on SharePoint and maintained.
* Responsible for working with the Receptionist/Administrators ensuring that essential administrative support to the whole Hospice is in place to cover holidays or absence.
* Responsible for responding to daily queries and providing support via various methods of communication.
* Responsible for arranging internal and external meetings.
* Responsible for ensuring accurate agendas and minutes are produced for internal meetings for the Chief Executive, SMT and the Board of Trustees.
* Responsible for the booking and co-ordination of internal and external conference and meeting room bookings.
* Responsible for arranging relevant Hospice events.
* Responsible for the analysis of relevant internal data and feedback.
* Responsible for ensuring that a high standard of correspondence and documentation is produced, following Hospice brand guidelines.
* Responsible for ensuring the safe use, storage, and disposal of confidential administration documentation in line with GDPR requirements
* Assist with ensuring that all Hospice Policies and Guidelines are reviewed and updated in a timely manner and accessible to all in both paper and electronic format.
* Assist with updating relevant documents in accordance with Care Quality Commission requirements.

**Other**

* Follow Data Protection Act 2018 codes of practice, to ensure effective information governance and safeguarding.
* Communicate effectively both internally and externally.
* Maintain whole Hospice confidentiality.
* Participate in training and development as required.
* Participate in the annual appraisal process.
* Undertake any other appropriate tasks requested by the Chief Executive and Senior Management Team.

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**Executive PA/Administrator**

**Person Specification**

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| **Knowledge and qualifications** | **Essential** | **Desirable** |
| GCSE qualifications including Maths and English (Grade C or above) | **✓** |  |
| NVQ Business and Administration Level 3 |  | **✓** |
| A Level qualifications in relevant subject  |  | **✓** |
| OCR/RSA Typing Level 1, 2, 3 |  | **✓** |
| Educated to degree level in relevant subject |  | **✓** |
| Management qualification |  | **✓** |
| **Experience** |  |  |
| Administration experience | **✓** |  |
| Providing secretarial support to Management  | **✓** |  |
| Arranging meetings, producing agendas and minute taking | **✓** |  |
| EMIS Web (electronic patient record) |  | **✓** |
| Analysing statistics and data reporting | **✓** |  |
| Control of Policies and Guidelines |  | **✓** |
| Understanding of the Data Protection Act 1998 requirements and other relevant legislation |  | **✓** |
| **Skills and abilities** |  |  |
| Excellent training and development skills | **✓** |  |
| Excellent and accurate communication skills both verbal and written | **✓** |  |
| Proven strong organisational skills with ability to set up and manage systems | **✓** |  |
| Excellent and accurate numerical and statistical skills | **✓** |  |
| Advanced IT skills, covering full Microsoft Office | **✓** |  |
| Ability to manage time and maintain priorities | **✓** |  |
| Ability to multi-task and use initiative | **✓** |  |
| Excellent attention to detail | **✓** |  |
| Ability to problem solve | **✓** |  |
| Aptitude and enthusiasm for embarking fresh initiatives | **✓** |  |
| Ability to work calmly and methodically under pressure and maintain good humour | **✓** |  |
| Interviewing Skills |  | **✓** |
| **Personal qualities** |  |  |
| Accountable for delivery and quality of own work | **✓** |  |
| Commitment to the prime importance of confidentiality | **✓** |  |
| Strong sense of responsibility and accountability | **✓** |  |
| Ability to manage and lead team of staff and volunteers | **✓** |  |
| Ability to act on own initiative, as well as a team member | **✓** |  |
| Good interpersonal skills and ability to communicate at all levels | **✓** |  |

This document is subject to review as part of the annual appraisal process and in case of any changed service provision following discussion with the post holder.