

st michael's hospice

JOB DESCRIPTION

Job title: Personal Assistant - Clinical Directors

Job Location: St Michael's Hospice, Hastings and Rother
St Wilfrid's Hospice, Eastbourne

Responsible to: Business Support Manager

MAIN PURPOSE OF THE ROLE

To provide administrative support to the Clinical Directors to ensure the effective development, execution and evaluation of strategic priorities and projects whilst maintaining operational efficiency in all aspects of their work (internally and externally).

To work flexibly cross-site between St Michael's Hospice and St Wilfrid's Hospice.

PRINCIPAL RESPONSIBILITIES

1. Personal Assistant support

- 1.1. Ensure the Clinical Directors are supported in time management, including the management of their diaries, exercising judgement, flexibility, tact and sensitivity in time management, having due regard for business priorities.
- 1.2. Support the Clinical Directors with proactive forward planning, including meeting and event preparation, document management, proof-reading, agenda drafts and inbox management.
- 1.3. Understand the key aspects of the Clinical Directors cross-site responsibilities, the operations and processes under their control and the key stakeholders, in order to effectively support the timely management of issues and risks, and the delivery of objectives for both St Michael's and St Wilfrid's.
- 1.4. Assist in gathering, analysing, and interpreting information to contribute to the drafting of papers, correspondence, basic policy content, presentations and briefing communications on behalf of the Clinical Directors for Committee/Sub-committee meetings and other purposes.
- 1.5. Provide responsive administrative support to the Clinical Directors including managing their diaries, organising and minuting meetings, receiving visitors, handling enquiries and maintaining confidential documents and files.
- 1.6. Responsible for servicing the Clinical Governance Committee (CGC) across both organisations, Patient Safety Group (PSG) and Infection Prevention Group (IPC), ensuring all agenda and papers are circulated on time and minutes are completed according to the governance timetable.
- 1.7. Responsible for overseeing the readiness of other PSG sub-group agendas and papers and delegating the minutes/action recording and follow-up – driving fit-for-purpose record keeping.
- 1.8. Manage relationships with key internal and external stakeholders, for example Alliance partnership, ICB, ESHT, GPs, with a high degree of professionalism and

- care, taking the initiative to ensure effective meeting management and tailoring interpersonal skills in the handling of enquiries.
- 1.9. Proactively build and maintain trusted relationships with Trustees across both organisations, supporting effective collaboration, clear and timely communication and smooth coordination of governance activities.
 - 1.10. Support the Clinical Directors with project administration as required, maintaining action logs, preparing meetings, taking minutes, maintaining documentation.
 - 1.11. Provide administrative support and co-ordinate specific tasks relating to Clinical Governance and CQC. Support the Registered Manager and Head of Quality and Data in collating evidence for CQC inspections.
 - 1.12. When producing minutes, employ approved AI tools when deemed suitable and agreed upon, ensuring the setup of the tool and generation and review of minutes post-meeting.
 - 1.13. Delegate administrative tasks to the Business Support Administrator, reviewing and coaching the associate when required to ensure high quality work and timely completion.
 - 1.14. Support the Business Support function by covering absence and reprioritising workload to respond to business need as necessary.
 - 1.15. Recruit and supervise suitable administration volunteers, identifying and allocating tasks appropriate to skill level.

2. ADDITIONAL RESPONSIBILITIES

- 2.1. Carry out duties with full regard to the Company's Equalities and Diversity Policies.
- 2.2. Act as a responsible individual in relation to Health and Safety and be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors, staff and volunteers.
- 2.3. Ensure that all duties are carried out to the highest standard, and in accordance with current quality initiatives within the work area.
- 2.4. Carry out any other duties, within an appropriate level of responsibilities as required.
- 2.5. Undertake flexible hours as and when the need arises to maintain safe patient practice.
- 2.6. Ensure confidentiality at all times within the Hospice.
- 2.7. Support and participate in the fundraising activities of the Hospice wherever possible.
- 2.8. Be an ambassador for the Hospice.
- 2.9. Ensure that the disclosure and use of confidential staff information is both lawful and ethical, and to recognise own responsibility for compliance with relevant legislation.
- 2.10. Promote, at all levels, the Company's vision, values and strategic objectives.
- 2.11. Hold DBS and Occupational Health clearances appropriate to the role.
Note: these are obtained and checked as part of the recruitment process and reviewed in line with company policy or if a change in circumstances is declared or comes to light.

This job description is not intended to be exhaustive and may be reviewed at any time to meet the needs of the business.

PERSON SPECIFICATION

Post Title:	Personal Assistant - Clinical Directors	
Department:	Business Support	
	Essential Criteria	Desirable Criteria
Education/ Qualifications	• Good level of secondary education with demonstrable numeracy and literacy skills to level 3 equivalent.	• NVQ in Business Administration or similar • Evidence of continuing professional development.
Work background and experience	• Experience of being a Personal Assistant. • Experience of coaching associates to perform tasks to a high standard. • Experience of working autonomously, taking responsibility for own actions and making decisions without referring to others. • Experience of developing strong relationships and understanding responsibilities of senior leaders and key stakeholders. • Experience of drafting documentation e.g. committee papers, presentations and basic policy content, exercising judgement and utilising strong written communication skills.	• Experience of working in the charitable sector • Experience of AI tools for minute production • Experience of working with multiple sites and their respective stakeholders and processes.
Skills/Ability/ Knowledge	• Exceptional organisational skills with the ability to organise time effectively, demonstrating flexibility in meeting changing priorities in order to meet deadlines. • Proactive forward planning skills • Delegation and coaching skills. • Excellent interpersonal, presentation and communication skills. • Proficiency in the use of the Microsoft Office suite.	• Strong analytical skills to assure the integrity of reports • Project administration skills.
Personal Qualities and other requirements	• A proactive, effective, collaborative and empowering team player. • Able to bring others with you, provide challenge, confidently upwards manage and hold others to account for timely delivery. • Business acumen and financially astute. • Solution-focused with a positive attitude. • High degree of integrity and discretion. • Emotionally resilient and intelligent. • Diplomatic and persuasive. • Empathetic and sensitive to others.	