**JOB DESCRIPTION**

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| **Job details** | |
| Job Title: | Executive Assistant |
| Salary: | £28,000 to £33,000 depending on experience |
| Hours/Contract: | 37.5 hours per week |
| Department: | Corporate Services |
| Managerial Accountable to: | Chief Executive Officer |
| Location: | Hybrid (mix of onsite and home working) |

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| **Job Summary / purpose** | |
| The post holder will be expected to appropriately manage confidential, complex and sensitive information concerning projects, staff, risk and the organisation as a whole, exercising discretion and upholding high professional and ethical standards at all times. Being a key member of the corporate services team, the post holder will undertake corporate roles and responsibilities in accordance with the nature of the post, leading the administration assistant and working with the service co-ordinators.  Take responsibility for key projects and programmes, working with the executive directors and reporting assurance and progress to the CEO. This includes the need to influence and negotiate with internal and external stakeholders to achieve outcomes. The role therefore needs a person not afraid to make relationships, build rapport and seek solutions on behalf of the CEO. The Executive Assistant will have a responsibility for ensuring that a full and comprehensive service is maintained which includes diary and meeting management, supporting the Chief Executive in their area of responsibility.  Ensure the continuous review of administration policies and procedures within own area, implementing and developing new processes and guidance to secure the efficient and effective operation of the service. Develop and maintain standard operating procedures relating to work of the Chief Executive and Board Office.  Drafting correspondence, producing documents and reports, carrying out research, collating information, and data, managing diaries, arranging meetings and events, building relationships and communicating with a wide range of internal and external stakeholders including visitors, patients/service users, partner organisations, commissioners. Obtaining information from multiple sources, collation and reporting of data in order to produce reports, spreadsheets and presentations, utilising relevant IT systems, as determined by the role, ensure all relevant data is collected and input accurately in line with guidelines. Share ideas for potential service improvement. | |
| **Primary duties and responsibilities** | |
| **Executive Board Support**  Working directly to the Chief Executive Officer you will maintain the company’s statutory requirements with Companies House and internal governance of the board, including:   * The Articles of Association, with the governance team * The conflict-of-interest registers and conflicts raised * The register of present and past directors and secretaries with Companies House * The register of all shareholders, past and present and their shareholdings, liaising with shareholders and processing amendments * A register of any charges on the company’s assets * Ensure the completion and input of the necessary attendance data in relation to senior members of the directorates, providing reports from the system as required. * Manage the process of annual appraisal for the Director(s) within agreed timeframes. * Ensure due process is followed in relation to KHCIC Shareholders for Stock Transfers and/or Buy Backs. * Ensure the timely submission of the Company’s Confirmation Statement & CIC34 statement, working with our approved legal representatives. * Facilitate and oversee the process and administration of the AGM for KHCIC and its shareholders, following due legal processes. * Liaise with the appointed company financial auditors to provide information as required * Manage share option schemes and take a role in share issues, mergers, and takeovers. * Arranging any Special or Extraordinary Board meetings.   **Project and Programme Management**   * The post holder will be assigned set projects of interest that deliver and support the CEO and Directors in the management of the business. * Managing projects and programmes of work as requested by the CEO, providing updates as required including holding a risk register and issues log. * Deliver on objectives set for the benefit of the business   **Special Projects - Collaboration Board (GP led collaborative of General Practice, KHCIC and the Local Medical Committee, covering Cornwall)**   * Arrange and take accurate minutes of the Collaborative Board, including Building rapport to ensure Board reports are circulated in a timely manner, action points are followed up with Senior Management Team, minutes are typed up and circulated to the Chair in a timely manner, informing the Chair if there are any problems with quoracy at meetings.   **Annual General Meeting (AGM)**   * Arrange the AGM of the directors and the shareholders; the issue of proper notices of meetings, preparation of agenda, circulation of relevant papers and taking and producing minutes to record the business transacted at the meetings and the decisions taken. * Ensure that information and documentation is readily available for meetings and discussions, and bring forwards are provided in a timely fashion, with full briefing. * Ensuring the security of the company’s legal documents, including for example, the certificate of incorporation, contracts, and memorandum and articles of association. * Adhering to the company’s policy for the filing and retention of documents. * Advising directors on their duties and ensuring that they comply with corporate legislation and the articles of association of the company and escalate where appropriate to the CEO. * Liaising with external agencies as appropriate, such as auditors, Office for National Statistics and Companies House you will ensure Kernow Health discharges its duties such as filing annual returns at Companies House and other documents including the directors’ report and auditors’ report (unless the company is exempt), and financial statements, including details of the company’s assets and liabilities.   **Remunerations and Expenses**   * Ensure the timely submission of Board remuneration claims, by prompting Board to submit them monthly and by checking them for accuracy before processing via Payroll.   **Company Indemnity and Estates (will transition to finance)**   * In liaison with the Finance team, Executive team and Broker, manage, review, and maintain company insurance policies, ensuring they are fit for purpose, renewed on time, affordable and cover all applicable needs. Gaining a full understanding of all cover to advise the Executives. * Take responsibility to manage the property defects, liaising with NHS properties. * Attend the property services Annual Budgeting Statement meetings, review costs and advise the CEO and Executive, challenging and negotiation with NHS Properties.   **Director Records**   * Arranging objective setting and appraisal of all directors ensuring the Chair, CEO and each Director receives accurate and appropriate paperwork in advance of any meeting. * Ensure appropriate on-boarding timetable and content, with Directors for the induction of any new Board Member, following approved processes. * Keep accurate records for CQC regulation purposes including; Job Descriptions, Person Specifications, Director Agreements and Companies House documents.   **Line Management**   * Line manage, direct, and develop the capacity of administrative staff to guarantee smooth business operations and the provision of accurate and timely information. * Ensure performance of the central administration office staff, providing adequate coaching and guidance. * Assign and monitor clerical, administrative, and secretarial responsibilities, and tasks among office staff to ensure maximum efficiency. * Oversee and support the general administrators with the management of petty cash. * Oversee any recruitment of general administrative staff into the corporate services function ensuring full orientation and training is completed. * Ensure all temporary staff that are needed as part of the general administrative pool are inducted into the business and have everything, they need in order to carry out their role.   **Meetings**   * Ensure that the administration support and full meeting facilitation for a range of formal meetings including chief officer-led meetings and Chair led meetings as required. Inclusive but not limited to; Board, Executive Board and key meetings within the governance assurance framework. * Maintain action logs and continuous improvement plans (CIP) on behalf of the Executive, liaising with each accountable person to ensure updates are added and risks are raised. * Working across the business to cover the work of colleagues within the team, as they will the post holder, providing administrative support to chief officers on a buddy system basis, including facilitating meetings relevant to chief officer portfolios as required. * Attend meetings, taking and transcribing complex minutes or action notes for approval, ensuring there is a good record which ensures that decisions are recorded, referenced and future action is taken at appropriate level. * Maintain a corporate style for chief officer-led and wider organisation meetings including agendas, papers, minutes etc. * Maintain strict confidentiality always relating to Board and chief officer business, in particular ensuring that papers and minutes are only circulated to authorised persons and are stored and archived securely (hard copy and electronic). * Compile meeting agendas to reflect agreed actions and the annual schedule of business and liaise with directors and senior managers to obtain reports, checking they are in the correct format and in good order prior to approval by Chief Officers and others. * Maintain meeting attendance records, action logs and schedules of business, progress chasing actions as required. * Book meeting rooms, facilities and refreshments for meetings, ensuring that rooms are suitably organised. * Collate, photocopy and distribute confidential meeting papers as required.   **Administration**   * Provide an efficient and comprehensive secretarial and clerical service to the Chief Executive Officer on a day-to-day basis and be a fully involved member of the Executive Support. * In a courteous and professional manner, respond positively and promptly to enquires and incoming calls. Deal with routine enquiries relating to activities of the team. Take the appropriate course of action as necessary, liaising with others as appropriate. Act with discretion at all times to take and record accurate messages, redirecting queries where suitable. * Raise non-stock requisitions, obtaining cash in advance as required and process payment of invoices and part orders * Co-ordinate the production and revision of key corporate strategy documents as required. This will require progress-chasing contributions from relevant committees and individuals across the Trust and merging responses into an agreed template. * Maintain a comprehensive up to date filing system for the Director(s), ensure appropriate recording and storage of all types of information, paying due regard to data protection legislation and NHS guidance. * Liaise with members of the public as required regarding enquiries, using tact, sympathy and diplomacy to obtain relevant information and ensure that this is passed accurately and immediately to the correct department. * Set up and maintain effective office systems and procedures to support the efficient running of the work of the work of the team. Undertake filing and photocopying as necessary ensuring all relevant documents are accurately and appropriately archived. Maintain an effective bring forward system and develop processes for handling, sorting and registering incoming mail. * Ensure that all relevant papers are available for meetings. * Responsible for organising and maintaining the smooth running of the nominated Chief Executive Officer diary, this will include maintaining and co-ordinating appointments, organising meetings and using independent judgement to make necessary revisions, liaising with all relevant parties in an efficient and effective way. * Maintain electronic files in a logical and organised manner. Ensure an audit trail is available to support electronic correspondence. * Greet and receive guests who are visiting. * Work closely with others to facilitate the efficient operation of the Executive team’s business. * In liaison with the senior members of the directorate teams arrange events such as Workshops and Seminars obtaining costings, arranging venues, information packs, refreshments, and attend to provide organisational and administrative support as required. * Process expenses and invoices for chief officer * Communicate effectively with chief officer, executive and non-executive directors through a variety of communication methods. * Assist with the dissemination of information to chief officer, executive and non-executive directors, organising regular email outs of essential and useful information.   **Other**   * The post holder is encouraged to identify best practice, efficiencies and implement ideas. * Ensure that all organisation wide standards are maintained and monitored to improve the quality of total care to all who come into contact with services provided by Kernow Health CIC. * Participate in appraisals and personal reviews and work to achieve agreed set objectives. * Maintain a register and distribution list of key contacts * Participate in appropriate training and development activities. * Maintain a pleasant working environment and present a professional and helpful manner when dealing with colleagues and visitors. Work with colleagues to continually strive to improve the efficiency and effectiveness of the team. Provide cover during periods of sickness, absence or annual leave of colleagues as required * The post holder must maintain the confidentiality of information about patient, staff and other trust business in accordance with professional codes of conduct and relevant legislation such as Data Protection Act. A disclosure to any unauthorised person is a serious disciplinary offence * Promote the concepts of opportunity and managing diversity * Undertake any other duties as required, in accordance with the nature of the post * The post is not exempt from the Rehabilitation of Offenders Act 1974, therefore all successful applicants will be required to undertake criminal disclosure prior to commencing work with the Trust * Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act 1974, paying due regard to health, safety and welfare in the workplace and management of risk to maintain a safe and healthy working environment for patients, visitors and employees   This Job Description is for general guidance purposes only and will be reviewed on a regular basis by the CEO in consultation with the postholder. | |
| **Freedom to act** | |
| The post holder is expected to be able to work under their own autonomy delivering against the outlined duties and responsibilities but within a team environment. The team has agreed goals and deliverables which must be undertaken in a timely way against clear specifications. | |
| **Working conditions / effort** | |
| * A mix of working from home and office * Long term VDU/laptop use * Mental Effort (concentration, dealing with interruptions, need to meet deadlines) * Travel requirements. | |
| **Values** | |
| Our shared values guide our actions and describe how we behave and how we make our business decisions, and we expect all employees to demonstrate its Values as follows:   * We have***Integrity***. We will be real, honest and authentic. * We are ***Ambitious***. We will seek new opportunities and not afraid to push boundaries. * We will be ***Responsive***. We will be proactive and responsive to our own and partner needs now and in the future. * We are ***Reliable***. We will be the trusted partner and for partners to know that we will deliver what we say we will. * We will be ***Creative***. We will look at different ways of working in the present and the future * We will always be***Professional***. Everything we do, we will do it well. We have high quality standards in all that we seek to achieve | |
| **Corporate requirements and Responsibilities** |
| **General**  **Confidentiality:** In line with the Data Protection Act 1998 and general data protection regulations and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left Kernow Health CIC. The post holder may access information only on a need-to-know basis in the direct discharge of duties and divulge information only in the proper course of duties.  **Health and Safety:** The post holder is required to ensure health and safety duties and requirements are complied with. It is the post holder’s personal responsibility to conform to procedures, rules and codes of practice. All staff have a responsibility to access Occupational Health and other support in times of need and advice.  **Risk Management:** The post holder will be required to comply with Kernow Health CIC’s Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.  **Safeguarding Children and Adults:**  Kernow Health CIC is committed to safeguarding children and adults and therefore all staff must attend/ complete the required level of safeguarding children and adults training.  **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Kernow Health premises and grounds are smoke free.  **Equality and Diversity:** All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying by others. The post holder will be responsible for promoting diversity and equality of opportunity across all areas of your work. This applies to service delivery as an employee and for anyone who you may be working with. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality valuing diversity and respecting people’s human rights as part of your everyday practice.  **Please note:**  Rehabilitation of Offenders Act  This post is exempt from the Rehabilitation of Offenders Act 1974. Should you be offered the post it will be subject to a DBS check from the Disclosure and Barring Service (DBS) before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions. |

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| **PERSON SPECIFICATION** | | | |
| Post: | **Executive Assistant** | | |
| All requirements listed in this specification are ‘Essential’ to the post unless indicated otherwise and will be assessed during the selection and interview process. | | | |
| ***Education / Qualifications and Relevant Experience*** | | **Essential** | **Desirable** |
| Educated to degree level in business or a related subject or equivalent level of experience of working at this level. | | √ |  |
| Evidence of continuing professional development. | | √ |  |
| Significant experience in a similar role | | √ |  |
| Using data and information to plan and control financial information and subsidiary company activity | | √ |  |
| Excellent organisational skills. | | √ |  |
| Exceptional communication skills, both written and verbal and handling of confidential information. | | √ |  |
| Experience in report writing/ or production of formal minutes | | √ |  |
| Ability to work well with a range of stakeholders. | | √ |  |
| Computer literate | | √ |  |
| ***Skills and Abilities*** | | **Essential** | **Desirable** |
| Excellent IT skills and proficient use of Microsoft software. | | √ |  |
| Problem solving skills with ability to act on decisions | | √ |  |
| Ability to analyse facts and situations and develop a range of options. | | √ |  |
| Demonstrate sound judgement in the absence of clear guidelines or precedent, seeking advice as necessary from senior management when appropriate. | | √ |  |
| Excellent organisational skills and ability to manage workloads and resolve conflicting priorities. | | √ |  |
| Excellent communication and interpersonal skills. | | √ |  |
| Ability to work unsupervised, on own initiative, to meet challenging deadlines. | | √ |  |
| Ability to display tact, diplomacy and discretion when relaying sensitive information. | | √ |  |
| Ability to influence and persuade internal and external stakeholders at all levels. | | √ |  |
| Ability to produce accurate, high-quality reports, correspondence, presentations, or briefings requiring attention to detail at all times. | | √ |  |
| Flexible, responsive approach to work. | | √ |  |
| Demonstrate a professional telephone manner | | √ |  |
| ***Personal Qualities*** | | **Essential** | **Desirable** |
| Excellent communication skills | | √ |  |
| Ability to remain calm and focussed when busy | | √ |  |
| Able to work with people at all levels | | √ |  |
| Natural collaborator and team contributor | | √ |  |
| Honesty and openness | | √ |  |
| Listening to instruction and tact and sensitivity when passing on information | | √ |  |
| Taking ownership - a “can do” attitude | | √ |  |
| Flexibility/Adaptive especially when there are conflicting pressures | | √ |  |
| ***Other*** | | **Essential** | **Desirable** |
| Driving licence and access to a car (Insurance to include Business mileage) | | √ |  |

**The attached job description has been agreed by the post holder(s), where appropriate, as an accurate reflection of the roles and responsibilities of the post.**

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| Postholder Name: |  |
| Postholder Signature: |  |
| Date: |  |

**The attached job description has been agreed by the line manager.**

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| Line Manager’s Name: |  |
| Line Manager’s Signature: |  |
| Date: |  |