

JOB DESCRIPTION

- Job Title:** • PA to the Director of Development and Engagement, and Director of Policy and Strategy
- Department:** • Corporate Services
- Contract:** • Permanent, full time
- Salary:** • circa £29,000 per annum depending on experience plus generous benefits
- Reporting to:** • Business Manager to the Chief Executive and Deputy Chief Executive
- Direct Reports:** • N/A
- Location:** • Victoria, London (hybrid working with one to three days in the office each week)
- Website** • www.nhsproviders.org

About NHS Providers

NHS Providers is the membership organisation for the NHS hospital, mental health, community and ambulance services that treat patients and service users in the NHS. We help those NHS foundation trusts and trusts to deliver high-quality, patient-focused care by enabling them to learn from each other, acting as their public voice and helping shape the system in which they operate.

NHS Providers has all trusts in England in voluntary membership, collectively accounting for £115bn of annual expenditure and employing 1.4 million people.

We are highly regarded for our effectiveness and impact. We are the 'go to' organisation for comment and debate on the issues facing public providers of NHS services, and we believe that the work we do makes a real difference to our members, their staff, and patients.

We are a busy, high performing team of around 100 staff, based in central London, although we are flexible and work in a hybrid format, with both office and homeworking.

Our values are at the centre of who we are, what we do, and how we behave:



Purpose of this role

To provide efficient and comprehensive administrative support to the joint directors of development and engagement (D&E) (Miriam Deakin and Jenny Reindorp), and director of policy and strategy (P&S) (currently recruiting). This would be an ideal role for a well-organised and enthusiastic candidate who is looking for the next step in their business administration career. The post-holder will also work closely with colleagues in the chair's, chief executive's, deputy chief executive's and other directors' offices, and will be a key member of a busy, but collaborative, executive support team (EST).

Nature and Scope

The director of D&E and the director of policy and strategy work across the organisation and with multiple external stakeholders to forward the work of NHS Providers on behalf of our members. The post-holder must be a team player with an ability to work flexibly across the organisation, prioritising and managing their own workload amid conflicting demands and busy work periods. Excellent judgement and discretion, and an ability to promote a positive image to both internal and external stakeholders, are essential.

Accountabilities

Diary management and administrative duties

- Ensure the diary and travel arrangements for the directors are fully planned, organised and managed effectively. This will include booking travel tickets/hotels as required and any travel arrangements relating to member trust visits.
- Exercise judgment and flexibility in managing potential conflicting diary issues in a tactful and sensitive manner, having due regard for business priorities – consulting the directors and/or business manager where required.
- Assist the directors with their workflow through effective diary management and planning.
- Support the directors with their work/life balance - enabling them to take annual leave (e.g. through effective diary management and identifying suitable dates).
- Ensure the directors receive relevant papers and briefings in a timely manner, so that they have sufficient time to absorb the content and provide any feedback prior to their meetings.
- Keep the directors' external meetings sheet up to date.
- Co-ordinate the director's visits to member trusts with regard to booking dates and travel.
- Ensure that the directors' Outlook contacts are current and accurate, and that details in the organisation's customer relationship management (CRM) system are updated where necessary (CRM training will be provided).
- Undertake general administrative duties including formatting documents for the director (e.g. papers for SMT, EMT and the board), photocopying, scanning, maintaining hard and soft filing systems, and ordering office supplies for the director.
- Provide administrative support to the wider organisation as required. Such requests will be made on a case-by-case basis, via the business manager.

Communication and relationship management

- Effectively manage relationships with peers in external stakeholder organisations.
- Continually brief and update the directors with any pertinent information relating to their diaries that may be required.
- Develop and maintain excellent working relationships with colleagues in the chair's, chief executive's, deputy chief executive's and other directors' offices, and across the wider organisation, to ensure a high level of service to the director of D&E, and the director of policy and strategy.
- Work as an effective and approachable team member, actively contributing to EST meetings.
- As part of the directors' office, act as the initial point of contact for external stakeholders, handling all queries in an efficient and courteous manner to promote a positive image of the organisation.
- Work closely with colleagues in the EST to continuously review and refine ways of working/best practice.

Customer service

- Be one of the first points of contact for telephone and written enquiries to the directors.
- Arrange meeting rooms, refreshments and materials/papers as required; and meet and greet visitors of all levels of seniority for the directors, and other members of the executive team.
- Ensure there is a backup support mechanism/system in place for planned absences and, in turn, provide assistance with tasks for other colleagues in the EST during periods of sickness/annual leave.
- Demonstrate flexibility in terms of attending the office to best support the directors/meet business need.
- Maintain a high degree of confidentiality, professionalism, and personal integrity.
- Support the directors with a small number of ad hoc personal tasks.

Experience and understanding

PERSON SPECIFICATION

Attributes	Essential criteria	Desirable criteria
Experience	<ul style="list-style-type: none"> ✓ Providing administrative support at a senior level. ✓ Working with senior stakeholders. ✓ Complex diary management. ✓ Planning travel itineraries. ✓ Working with confidential information and documents. ✓ Providing excellent levels of customer care ✓ Servicing meetings. 	<ul style="list-style-type: none"> ✓ Working within a membership organisation or the healthcare sector.
Knowledge	<ul style="list-style-type: none"> ✓ Office management and organisation systems. ✓ Microsoft Office, particularly Outlook – and be comfortable with using Excel spreadsheets to manage text-based information. 	<ul style="list-style-type: none"> ✓ Good knowledge of geographical areas/transport links as the chief executive travels extensively across England.

Skills	<ul style="list-style-type: none"> ✓ Proven ability to prioritise a busy workload. ✓ Effective communication and interpersonal skills to deal with a wide range of staff and external stakeholders/organisations with tact and diplomacy. ✓ Methodical approach and strong attention to detail. ✓ Ability to be flexible, respond positively to change, work effectively and proactively under pressure and deal with conflicting priorities. ✓ Patient and logical approach to solving problems, with the ability to analyse information effectively. ✓ Ability to work autonomously and as part of a team. ✓ Reliable, conscientious, proactive and well organised. ✓ Regularly asks 'How could I/we do this better?' and acts on the responses. 	
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Job descriptions cannot be exhaustive and so the post-holder may be required to undertake other duties which are broadly in line with the above key responsibilities.

NHS Providers is committed to equality of opportunity and of eliminating discrimination. All employees are expected to adhere to the principles set out in its Equal Opportunities Policy and all other relevant guidance/practice frameworks.

Equality and diversity

We're working hard to ensure that we are diverse and inclusive in all we do. This runs from how we gather, author and share the thought leadership that the organisation puts out to how we engage with our members and the wider public. It includes how we recruit staff and procure partners and services, through to how we give people opportunities to develop, grow and advance their careers.

We are committed to the development of positive policies to promote equal opportunities in employment, regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy, and maternity. This commitment will apply to recruitment and selection practices, learning, and development and internal promotions.

Place of work and hours

NHS Providers' office is located in Victoria, London. We are working in a hybrid format, where staff work between one to three days a week in the office. Staff can apply to work permanently at home, and this will be considered on a case-by-case basis, taking into account individual circumstances, the nature of the role and operational needs.

NHS Providers is supportive of flexible working and will give reasonable consideration to requests for reduced hours / part time working, compressed hours, staggered hours (early start/late finish etc), annualised hours, and job sharing.

Staff benefits and groups

We offer a wide range of benefits:

- 25 days holiday plus two additional days off at Christmas.
- Personal development training and memberships to professional bodies.
- Study leave, help another leave day, service-related leave and the potential to purchase up to five days extra off per year.
- Enhanced maternity and paternity leave pay.
- Season ticket loan for travel.
- Access to life insurance and dental plan.
- Enhanced pension scheme.
- Flu jabs.
- Eye test.
- Cycle to work scheme.
- Health and wellbeing initiatives.
- Access to the employee assistance programme, a confidential counselling service.

For more information, please contact HR by emailing lydia.kirton@nhsproviders.org.

We also run social groups such as a 'social exercisers' WhatsApp group and a book club, as well as a number of staff groups to provide support and a safe space to discuss issues that matter to staff:

- The Race Equality and Cultural Inclusion Group.
- Mental Health Group.
- LGBTQ+ Group.

How to apply

Please send a CV and covering letter setting out why you are interested in the role and how you meet the person specification to recruitment@nhsproviders.org by noon, Wednesday 01 May 2024.

For an informal conversation about the role, please contact Natasha Webb, Business Manager (natasha.webb@nhsproviders.org).