



Candidate information

Estates and Facilities Business Support / PA



Job Description

Post Title: Estates and Facilities Business Support and Personal Assistant	Post Reference:	
Summary of the Role: To provide Personal Assistant support to the Director of Facilities plus some elements of administrative support to the Estates department such as minute taking and room booking to assist the team in delivering a high-quality service to all. The role has responsibility for managing sensitive and complex communications/relationships with internal and external stakeholders, has responsibility for diary management, collating and editing reports, placing orders and other administrative tasks as required to assist with the smooth operation of the Central Facilities team as a whole. The role is also required, from time to time, to work with other administrative teams members to deliver assigned administrative procedures and specified work projects to meet business needs.		Reports to: Director of Facilities Base / Location: KCH with the requirement to travel to other sites from time to time.
Key Responsibilities		Working Relationships & Contacts
• Act as a first point of contact for the Director of Facilities, dealing professionally and courteously with enquiries from colleagues and stakeholders at all levels both within 2gether, the Trust, and external partners. • Work as a member of the team to provide high quality administrative support and develop effective working relationships with other members of the organisation, parent company and their clients. • Undertake complex and extensive diary management and meeting organisation, for the Director (and senior leadership team as required), to include the organisation of travel (including input of expenses). • Co-ordinate meetings for the Facilities business unit including booking of rooms, preparing of papers, circulation of agendas and minutes in a timely manner (minute taking when required) • Assist in the collation and production of management information and KPI metrics alongside the business analysts.		Internal: • Colleagues from all levels within Facilities and other 2gether business units • Colleagues from all levels at the Trust (EKUFT) • Finance & People teams • Procurement External: • Suppliers of goods and services/Contractors • Finance Consortium regarding invoices payments and settlement

• Provide project administrative support to the Director and the senior management team including planning, organising and delivering tasks and evaluating outcomes • Co-ordinate all workforce matters within the Unit including Healthroster administration, annual leave and unplanned absences • Organising and planning events as directed, providing all necessary supporting materials. • Monitor all DATIX incidents relevant to the business unit ensuring investigations are conducted as appropriate and within designated timeframes • Co-ordinate requests and complaints/compliments on behalf of the Facilities business unit • Be responsible for the office environment at all sites, ensuring displays are kept relevant and up to date, office supplies are maintained, and that IT equipment and services are provided as required • Supplying the relevant information required for financial management, supporting the Director of Facilities and teams by checking and sending invoices for payment. • Co-ordinate all workforce matters within the Business Support Unit including Healthroster administration, planned rosters, overtime, agency bookings, annual leave and unplanned absences • Whilst the above provides an overview of the key responsibilities of the role, you will be required to undertake any other reasonable management request that relates to the running of the Facilities business unit.	• Members of the public • Professional bodies and agencies/regulators
Job Dimensions: Problem solving, decision making, impact, resource management including value, working environment, responsible for staff & equipment)	Performance measures and KPIs
• The job holder will have access to highly confidential information and must maintain the highest standards of integrity, discretion and confidentiality at all times • The job holder will often be in contact with Board level executives (and their PAs) in 2gether, the Trust and 3rd party organisations and must ensure a professional image is portrayed at all times	• Individual and team objectives set annually and reviewed regularly • Ad-hoc tasks allocated by Director and senior team

• The job holder has a degree of autonomy in their role in terms of prioritising workload and decision making whilst remaining within defined procedures and policies • The job holder is expected to think independently to achieve their objectives and ad-hoc tasks but has a clear reporting line to escalate concerns and seek advice where appropriate • Being able to make sound independent decisions ensuring that a quality service is provided at all times, whilst coping with a demanding workload. • Excellent time management skills. • Organisational ability to balance the varying components of the post.	• Specific project deliverables and milestones will be set and agreed on an individual basis
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Person Specification: (Please state Essential (E) or Desirable (D))		
Knowledge & Skills: Extended knowledge of a wide range of office work procedures and practices Advanced Microsoft Office skills: Outlook, Excel, Word and Powerpoint Excellent interpersonal, communication and diplomatic skills with the ability to communicate with all individuals from patients to senior management. Ability to negotiate and be assertive as well as influence and motivate others. Excellent planning and organisational skills, including organisation. Excellent minute taking skills Excellent IT skills including understanding of social media and online sources such as intranet and internet. Advanced Microsoft Office skills: Outlook, Excel, Word and Powerpoint Ability to progress a range of competing tasks and achieve demanding deadlines Confident but able to recognise limits of own role and responsibilities. Ability to work autonomously and on own initiative in a proactive-anticipatory manner	Experience • Experience of a range of administrative/secretarial procedures and practices, preferably within a Commercial setting • Experience of project support • Experience of working directly with senior managers and stakeholders • Customer service experience dealing with internal and external customers	Qualifications • GCSE English & Maths (E) • Educated to 'A' level standard or • Attainment of relevant industry qualification e.g. NVQ level 2/3 in business administration (or equivalent experience demonstrable in role)

Ability to communicate with, co-ordinate and liaise with a multidisciplinary team and other stakeholders		
Ability to deal with sensitive and confidential issues		

Job Role: Essential Health and Safety information

Does the post involve ?		Y	N
Confined Spaces?	A “confined space” means any enclosed place, such as may need to be accessed by Estates staff for maintenance such as loft spaces, plant rooms or flues.		N
Driving?	This means driving a Trust Vehicle, Passenger Carrying Vehicle or transporting patients in own vehicle for work purposes. It does not include commuting or driving between places of work		N
Exposure to Substances Hazardous to Health?	This is where risk assessments have identified known health hazards. For example designated latex glove user, formalin, PMMA use.		N
Hand Arm Vibration Exposure?	This includes hand held tools such as drills, saws and other power equipment. This is likely to include employees working in the Plaster Room, Mortuary, Estates and Orthopaedic Surgery.		N
Hand Washing?	This means washing hands 20 plus times per working day.		N
Lone Working?	This means employees who work by themselves without close or direct supervision. Lone working may be found in a wide range of situations, such as home or community visits, working alone outside normal hours, working in remote or confined areas (such as plant rooms).		N
Manual Handling?	This means all job roles where there are specific manual handling / patient handling requirements.		N
Night working?	This means regular work at least 3 hours during the agreed ‘night period’ (usually includes 11pm to 6am).		N
Noise exposure?	This is where risk assessments have identified noise levels under the Noise at Work Regulations 2005, and is likely to include areas where ear protection is needed or workers regularly have to shout to communicate due to background noise.		N
Work at heights?	A place is ‘at height’ if a person could be injured falling from it. This includes working on ladders, up scaffold or any other apparatus. It may also apply to staff who regularly have to stand on kick-stools or steps for significant periods of time to retrieve items/ notes from high shelving.		N