

**Queenscourt Hospice
Role Description**

Post:	PA to Corporate Services Director
Responsible To:	Corporate Services Director
Accountable to:	Corporate Services Director

Role Summary:

The post holder will provide PA support to the Corporate Services Director (CSD). The role has specific responsibility for organising monthly Board meetings including the preparation of board papers. The role has a number of set deadlines throughout each month to ensure the efficient provision and distribution of board papers and meeting minutes. The role includes minute taking for the Board Meeting one evening a month.

Main Duties and Responsibilities:

PA to Corporate Services Director (CSD)

1. Diary management of CSD to include arranging meetings, visits and appointments for the CSD, both internally and externally; Organising hospitality and a suitable venue and/or overnight accommodation if required; Making necessary transport arrangements (as appropriate) and if required, ensure relevant personnel receive invitations.
2. Undertake correspondence as required for the CSD and ensure that it is accurate, timely and in presented in a professional manner.
3. Support the CSD in responding to requests for access to health information.
4. Deputise for the PA to the Director of Nursing during busy periods or periods of leave.
5. Ensure relevant papers and reports are available for Council meetings and circulate agendas and papers. Record the minutes of Council meetings and relevant sub-committees, such as the Link meeting.
6. Maintain the Council schedule of reports, ensuring reviews are carried out and submitted to Council at the appropriate times.
7. Ensure Council Policies and procedures are kept up to date and reviewed accordingly.
8. Schedule Retail and Enterprise Board meetings, distribute agendas & papers and record the minutes.
9. Support the CSD in the role of Company Secretary for Queenscourt Hospice, Queenscourt Retail and Queenscourt Enterprises.
10. Co-ordinate Corporate team meetings and record the minutes.
11. Support the maintenance of the register of members by supplying updates.
12. Support the maintenance of the register of Directors and Trustees.
13. Take, reproduce and distribute minutes as required.
14. Assist with the production of the Annual Report and organise printing and distribution.
15. Receive and deal appropriately with messages and enquiries, ensuring Queenscourt communication policies are adhered to and in particularly when dealing with distressed and often bereaved relatives.
16. Maintain the Corporate Services filing systems.
17. Have responsibility for opening Queenscourt correspondence, ensuring it is opened and distributed in line Queenscourt policy.
18. Provide administration support within Corporate teams during busy periods and to cover leave.

19. Support the establishment and administration of centralised purchasing systems.

Policy and Procedures:

20. Understand and comply with the policies and practices of Queenscourt Hospice including Health and Safety
21. To participate in an annual development and review process
22. To attend statutory training in accordance with Hospice requirements
23. To ensure all data is kept securely and administered responsibly and in line with General Data Protection Regulations

Health and Safety:

24. The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or the Hospice, reporting any potential risks to life or property immediately in accordance with the Hospice's Health and Safety policy and procedures. Staff must use all equipment provided to undertake their role safely

Other:

25. Maintain absolute confidentiality in all areas of work
26. Behave at all times with complete integrity, respect and professional dignity ensuring actions enhance the reputation of themselves and the charity
27. Any other duties commensurate with the grade and post.

NOTE:

This document does not attempt to describe all the tasks to be performed. It will be open to periodic review and as a minimum will take place annually as part of the appraisal process and as a result, alterations and additions may be made.

Person Specification – PA to Corporate Services Director

Attributes Required (based on job requirements)	Essential	Desirable	How tested
<u>Qualifications</u>	<ul style="list-style-type: none"> • Educated to Level 3 in relevant qualification or equivalent experience • Must be educated to at least level 2 (GCSE or Equivalent) in numeracy and literacy • ECDL (Level 2) or equivalent IT qualification or equivalent experience 	<ul style="list-style-type: none"> • Further study and/or qualification in relevant field such as business administration and Pitman training • Advanced ECDL 	Application Form Certificates
<u>Experience</u>	<ul style="list-style-type: none"> • Previous experience of a P.A. role or equivalent administration role. • Experience of minute taking at Board or similar meetings 	<ul style="list-style-type: none"> • Experience of shorthand • Experience of developing policy and procedures • Experience of working in a charitable organisation • Experience of working with volunteers 	Application Form Interview References
<u>Skills & knowledge</u>	<ul style="list-style-type: none"> • Proven administration skills • Excellent communication skills, both written and verbal • Good level of IT Skills and knowledge of Microsoft Excel, Word and PowerPoint • Excellent time management and ability to prioritise conflicting work demands 	<ul style="list-style-type: none"> • Knowledge of the Hospice movement 	Application Form Interview References Test
<u>Personal Qualities</u>	Highly motivated; can demonstrate initiative; team player who can demonstrate a positive, solution focussed approach, along with an understanding of the charitable ethos		References Interview
<u>Disclosure and Barring Service (DBS)</u>	This post is not subject to a disclosure and barring check		