

| Queenscourt Hospice<br>Role Description |                                                                    |
|-----------------------------------------|--------------------------------------------------------------------|
| <b>Post:</b>                            | PA to the Executive Directors of Nursing and Non-clinical Services |
| <b>Responsible to:</b>                  | Governance and Facilities Officer                                  |
| <b>Accountable to:</b>                  | Executive Directors                                                |
| <b>Grade:</b>                           | Grade C                                                            |

### Role Summary:

Queenscourt Hospice provides exceptional care and support to patients and families across West Lancashire, Southport and Formby. We are seeking a highly organised and proactive **Personal Assistant** to support both the **Director of Non-clinical Services** and the **Director of Nursing Services** in a fast-paced and rewarding environment.

This is a pivotal role at the heart of our leadership team, ideal for someone who thrives on variety, takes initiative, and brings a positive, forward-thinking approach to everything they do.

The role includes minute taking for the Board of Trustees (Council) meeting approximately 8 times per year.

### Main Duties and Responsibilities

1. Comprehensive minute-taking for meetings and strategic discussions, including Council, committee and clinical meetings.
2. Distributing meeting papers and minutes to relevant participants.
3. Diary management and scheduling support for both Directors.
4. Acting as the main point of contact for both Directors, requiring a professional and courteous manner at all times.
5. Logging incidents and feedback with accuracy and confidentiality.
6. Tracking and updating policy and procedure review dates.
7. Administrative support for Non-Medical Prescribing processes.
8. Coordinating and updating Team Brief communications.
9. Ordering equipment and managing procurement requests and administration of centralised purchasing systems.
10. General administrative support across both directorates.
11. Demonstrating strong IT skills across relevant systems and platforms.
12. 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.
13. Maintain filing systems.
14. Have responsibility for opening Queenscourt correspondence, ensuring it is opened and distributed in line with Queenscourt policy.
15. Provide administration support within non-clinical teams during busy periods and to cover leave.

### **Policies and Procedures**

16. Understand and comply with the policies and practices of Queenscourt Hospice.
17. To participate in an annual development and review process.
18. Attend statutory and mandatory training in accordance with Queenscourt requirements.
19. To ensure all data is kept securely and administered responsibly and in line with General Data Protection Regulations.

### **Health and Safety**

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

### **Other:**

21. Maintain absolute confidentiality in all areas of work.
22. Behave at all times with complete integrity, respect and professional dignity ensuring actions enhance the reputation of themselves and Queenscourt.
23. Make a positive contribution to the organisation and champion the values and mission of Queenscourt Hospice through all aspects of your work.
24. Any other duties commensurate with the grade and post.

### **NOTE:**

This document does not attempt to describe all the tasks to be performed, but indicates the degree of authority, responsibility and discretion required. It will be open to periodic review and as a result, alterations and additions may be made.

## Person Specification – PA to Executive Directors

| Attributes Required<br>(based on job requirements) | Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Desirable                                                                                                                                                                                                                                    | How tested                                          |
|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| <b><u>Qualifications</u></b>                       | <ul style="list-style-type: none"> <li>Educated to Level 3 in relevant qualification or equivalent experience</li> <li>Must be educated to at least level 2 (GCSE or Equivalent) in numeracy and literacy</li> <li>ECDL (Level 2) or equivalent IT qualification or equivalent experience</li> </ul>                                                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>Further study and/or qualification in relevant field such as business administration and Pitman training</li> <li>Advanced ECDL or equivalent IT qualification</li> </ul>                             | Application Form<br>Certificates                    |
| <b><u>Experience</u></b>                           | <ul style="list-style-type: none"> <li>Previous experience in a busy PA or senior administrative role</li> <li>Experience of minute taking at Board or similar meetings</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>Experience of shorthand</li> <li>Experience of developing policy and procedures</li> <li>Experience of working in a charitable organisation</li> <li>Experience of working with volunteers</li> </ul> | Application Form<br>Interview<br>References         |
| <b><u>Skills &amp; knowledge</u></b>               | <ul style="list-style-type: none"> <li>A proactive mindset with the ability to anticipate needs and plan ahead</li> <li>Proven administration skills</li> <li>Excellent organisational and time management skills</li> <li>Excellent communication skills, both written and verbal</li> <li>Good level of IT Skills and knowledge of Microsoft Excel, Word and PowerPoint</li> <li>Ability to prioritise conflicting work demands</li> <li>Ability to work independently and collaboratively across teams</li> <li>Confidence in handling sensitive information with discretion</li> </ul> | <ul style="list-style-type: none"> <li>Knowledge of the Hospice movement</li> </ul>                                                                                                                                                          | Application Form<br>Interview<br>References<br>Test |
| <b><u>Personal Qualities</u></b>                   | <ul style="list-style-type: none"> <li>Highly motivated team player who can demonstrate a positive, solution focussed approach, Strong interpersonal skills and a helpful, can-do attitude, Remain calm, professional and courteous in a busy work environment, in both face to face and telephone conversations.</li> </ul>                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                              | References<br>Interview                             |
| <b><u>Disclosure and Barring Service (DBS)</u></b> | This post is subject to a disclosure and barring check                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                              |                                                     |

