

# ROLE DESCRIPTION

# PA

## **NHS Providers**

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<b>Job Title:</b>	PA
<b>Initial term:</b>	Permanent
<b>Reporting to:</b>	Business Manager to the Chair and Chief Executive
<b>Salary:</b>	From £26,000
<b>Location:</b>	London (Westminster)
<b>Website:</b>	<a href="http://www.nhsproviders.org">www.nhsproviders.org</a>

## ABOUT NHS PROVIDERS

NHS Providers is the membership organisation and trade association 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 currently has 100% of NHS trusts in England in membership, collectively accounting for £73 billion of annual expenditure and employing over one million staff.

Our vision is to be an outstanding membership organisation for all NHS providers, unrivalled in the influence, voice and support we offer members. Our mission is to support trusts to deliver high-quality, sustainable NHS care for patients and service users.

NHS Providers is a member-owned charity with a board of elected trustees working with and for our members to promote a vibrant and sustainable NHS public provider sector.

## PURPOSE OF THE ROLE

To provide an efficient and comprehensive diary management service **to the chair and the chief executive**, working closely with the senior executive assistant and business manager to ensure the smooth running of the chair and chief executive office. This new role has been created following the restructuring and expansion of our team, and 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 the senior executive assistants in the deputy chief executive's and directors' offices, and will be a key member of a busy, but supportive, administration team.

## NATURE AND SCOPE

The chair and chief executive's office works 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 that the diary and travel arrangements for both the chair and the chief executive are fully planned, organised and managed effectively. This will include booking travel tickets/hotels as required.
- Undertake general administrative duties including printing, photocopying, scanning, and maintaining hard and soft filing systems.
- Exercise judgment and flexibility in managing potential conflicting diary issues in a tactful and sensitive manner, having due regard for business priorities – consulting the senior executive assistant and/or business manager where required.
- Work with the senior executive assistant to ensure the chair and chief executive receive relevant papers and briefings for meetings and visits in a timely manner, so that they have sufficient time to absorb the content and provide any feedback prior to the meeting(s).
- Work with the senior executive assistant to ensure that the chair's and chief executive's Outlook contacts lists are current and accurate, and that details in the organisation's customer relationship management (CRM) system are updated where necessary.
- Provide cover for the senior executive assistant (e.g. processing expenses and invoices) when required.
- Order supplies for the chair and chief executive's office, and the wider organisation, as required.
- Maintain oversight of the organisation's meeting room bookings, including administration of the daily booking sheets.
- Provide administrative support to the wider organisation as required. Such requests will be made on a case-by-case basis, via the post-holder's line manager.

## Communication and relationship management

- Effectively manage relationships with peers in external stakeholder organisations.
- As part of the chair and chief executive 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.
- Continually brief and update the senior executive assistant and the business manager with any pertinent information relating to the chair's and chief executive's diaries that may be required.
- Develop and maintain excellent working relationships with colleagues in the directors' office, and across the wider organisation, to ensure a high level of service to the chair and chief executive.
- Use the organisation's customer relationship management (CRM) system to send out bulk emails when required.

## Customer service

- With the senior executive assistant, be one of the first points of contact for telephone and written enquiries to the chair and chief executive.
- Arrange meeting rooms, refreshments and - in conjunction with the senior executive assistant – materials/papers as required, and meet and greet visitors of all levels of seniority for the chair and chief executive.
- Ensure there is a backup support mechanism/system in place for planned absences and, in turn, provide assistance with tasks for other PAs / EAs /senior EAs during periods of sickness/annual leave.
- Maintain a high degree of confidentiality, professionalism and personal integrity.
- Support the chair and chief executive with a small number of ad hoc personal tasks.

## EXPERIENCE AND UNDERSTANDING

### Experience

The post-holder must have relevant experience providing administrative support at a senior level. They must have experience of working with senior stakeholders and the proven ability to prioritise a busy workload. They must have experience of complex diary management, planning travel itineraries, working with confidential information and documents, providing excellent levels of customer care, and servicing meetings. Experience of working within a membership organisation or the healthcare sector is desirable, but not essential.

### Knowledge and skills

- Good knowledge of office management and organisation systems
- Thorough knowledge of Microsoft Office, particularly Outlook
- Demonstrate effective communication and interpersonal skills in dealing with a wide range of staff and external stakeholders/organisations with tact and diplomacy.
- Ability to demonstrate a 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
- Regularly asks 'How could I/we do this better?' and acts on the responses
- 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 and well organised
- The chair and chief executive travel extensively across England – therefore a good knowledge of geographical areas/transport links is highly desirable