

# ROLE DESCRIPTION

## Diary Manager

### **NHS Providers**

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**Job Title:** Diary Manager (to the Directors)

**Contract:** Permanent

**Reporting to:** Senior Executive Assistant (to the Directors and the Board)

**Salary:** From £26,500

**Location:** London (Westminster) - currently working from home due to COVID-19. We encourage flexible working and therefore do not require you to work from the office full time.

**Website:** [www.nhsproviders.org](http://www.nhsproviders.org)

## 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 has all trusts in voluntary membership, collectively accounting for £92bn of annual expenditure and employing more than 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 charity with a board of elected trustees working with, and for, our members to promote a vibrant and sustainable NHS public provider sector. We are a busy, high-performing team of around 85 staff, based in central London. In a recent survey, over 90% of staff felt 'very satisfied' or 'fairly satisfied' with their job.

We strive to live our values which are:



## PURPOSE OF THE ROLE

To provide an efficient and comprehensive diary management service **to the director of policy and strategy (Miriam Deakin) and the director of communications (Adam Brimelow)**, working closely with their senior executive assistant (senior EA). This newly created role would be ideal 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 other diary managers and senior EAs in the chair and chief executive's, and directors', offices - and will be a key member of a busy, but collaborative, executive support team (EST).

## NATURE AND SCOPE

The office of the director of policy and strategy, and director of communications, ("the directors") 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 that the diary and travel arrangements for the directors 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 EA and/or head of the chair and chief executive's office where required.
- 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.
- Work with the senior EA to ensure that the directors' Outlook contacts lists 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).
- Order supplies for the team's office, and the wider organisation, as required.
- Work with the other diary managers to oversee the meeting room booking schedules.
- Provide administrative support to the wider organisation as required. Such requests will be made on a case-by-case basis, via the senior EA to the directors and the board.
- Proactively organise recurring meetings with external stakeholders.
- Assist the communications team with arranging media interviews for the directors – liaising directly with journalists when needed, and quickly resolving any subsequent diary conflicts.
- Assist the senior EA with managing the directors' workflow through effective diary management and planning.

## **Communication and relationship management**

- Effectively manage relationships with peers in external stakeholder organisations.
- 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.
- Continually brief and update the senior EA with any pertinent information relating to the directors' diaries that may be required.
- Develop and maintain excellent working relationships with colleagues in the directors' office, the chair and chief executive's office, and across the wider organisation, to ensure a high level of service to the directors.
- Work as an effective and approachable team member, contributing to team meetings within both the smaller EST and the wider Corporate Services directorate.
- Work closely with the chief executive's office to ensure joint meetings are coordinated effectively with external stakeholders.
- Work closely with colleagues in the EST to continuously review and refine ways of working/best practice.

## **Customer service**

- With the senior EA, be one of the first points of contact for telephone and written enquiries to the directors.
- Arrange meeting rooms, refreshments and - in conjunction with the senior EA – materials/papers as required and meet and greet visitors of all levels of seniority for the directors.
- 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.
- Maintain a high degree of confidentiality, professionalism, and personal integrity.
- Support the directors with a small number of ad hoc personal tasks.

## **EXPERIENCE, KNOWLEDGE AND SKILLS**

### **Experience**

The post-holder must have relevant experience providing administrative support at a senior level, 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**

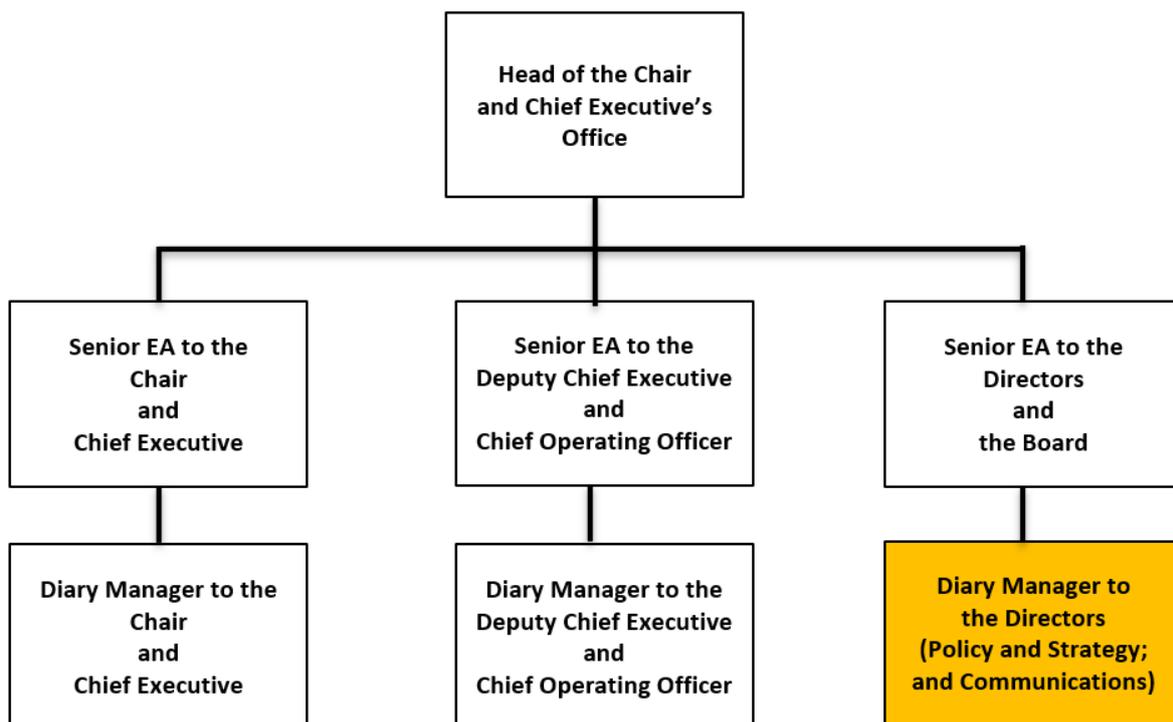
- Good knowledge of office management and organisation systems
- Thorough knowledge of Microsoft Office, particularly Outlook – and be comfortable with using Excel spreadsheets to manage text-based information
- Demonstrate effective communication and interpersonal skills in dealing with a wide range 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
- Ability to step back and view tasks within a wider context
- 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, proactive and well organised
- The directors travel extensively across England – therefore a good understanding of geographical areas/transport links would be beneficial

***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.***

## WHERE THE ROLE FITS INTO THE TEAM



## STAFF BENEFITS

We offer a wide range of benefits:

- 25 days holiday, plus 2 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, maximum employer contribution of 9% after probation
- flu jabs
- eye test
- cycle to work scheme
- health and wellbeing initiatives
- access to the employee assistance programme, a confidential counselling service.

We also run a number of staff clubs including a running club, yoga classes, a book club, race equality and cultural inclusion group, and a staff mental health group. For more information, please contact a member of the HR team by emailing [recruitment@nhsproviders.org](mailto:recruitment@nhsproviders.org).

## HOW TO APPLY

Please email Rahima Miah at [recruitment@nhsproviders.org](mailto:recruitment@nhsproviders.org) by 12.00 on 17 January with your CV, a covering letter setting out your interest and suitability for the role, and details of how you heard about this role / where you saw it advertised.

Interviews will take place on 27 and 28 January 2022.