



**Title:** PA to Hospital Director  
**Location/Base:** Highgate Private Hospital  
**Dept.:** Administration  
**Reporting to:** Hospital Director

**1. JOB PURPOSE:**

To ensure the smooth running of the Hospital Director's office including secretarial and administrative support to the Hospital Director.

**2. KEY ACCOUNTABILITIES**

- Secretarial and office administration duties for the Hospital Director e.g. screening telephone calls, enquiries and requests and managing them when appropriate. Organising and maintaining diaries (Outlook) and making appointments.
- Meeting and greeting visitors at all levels of seniority.
- Take and transcribe minutes for meetings.
- Ensure that filing and organisation of the office is up-to-date.
- Assist in producing documents, reports and presentations where necessary. (Word, Excel, PowerPoint).
- Maintain the Complaints Register and monitor all complaints, to ensure paperwork is complete and that they are dealt with within time-scales set out in the Aspen Complaints Policy.
- Compile a quarterly analysis of complaints, for Quality Management Review meetings.
- Liaison at all levels with:
  - Consultants and General Practitioners
  - Directors and staff at Aspen Group offices and other hospital facilities
  - All Heads of Departments
  - Patients
- Ensure the necessary paperwork is available and correct for the MAC meetings.
- Oversee and maintain a database of all consultants, and compliance of all paperwork and certificates for continued consultant accreditation.
- Act as Document Controller for the hospitals internal policies and procedures. Keep up to date and accurate records of policies and procedures.

- Deal with requests for Medical Notes and ensure solicitors' letters are answered within a specified time.
- Organise/prepare light refreshments for Hospital Directors visitors/meetings.
- Maintain excellent communication between Heads of Department and ensure relevant information is shared and meetings organised.
- Any other related duties as requested by the Hospital Director.

### **3. SUPPLEMENTARY INFORMATION**

#### **Our Values**

We are proud to be 'Individually different. Altogether better' and it is only through our people that we will achieve our mission to:

“Provide first-class independent healthcare for the local community in a safe, comfortable and welcoming environment; one in which we would be happy to treat our own families”

We do this by asking you to work within our core values:

- Beyond Compliance – Going above and beyond to improve our business
- Personalised Attention – Taking time to care for others
- Partnership and Teamwork – Inclusive and collaborative
- Investing in Excellence – Working to be the best
- Always with Integrity – Respected, admired and reliable

#### **Code of conduct**

- ✓ I will make the CARE and SAFETY of our patients my first concern and will always act to protect them from risk.
- ✓ I will always be respectful to the public, patients, relatives and carers, colleagues and business when representing Aspen Healthcare.
- ✓ I will always be honest and act with integrity.
- ✓ I will accept responsibility for my own work and if appropriate the proper performance of the people I manage.
- ✓ I will show my commitment to working as a team member with all my colleagues and the wider community.
- ✓ I will take responsibility for my own learning and development.
- ✓ If a member of a professional body, I will comply with the relevant professional code of ethics and conduct at all times

#### **Equality & Diversity**

Aspen Healthcare Limited is an Equal Opportunity Employer. Its policy is to treat everyone in the same way regardless of their race, religion, marital status, physical/mental disability, gender, sexual orientation, and age, responsibilities for dependents, trade union membership or offending background. The Company values the diversity of its work force as a strength and aims to provide a working environment in which people have the opportunity to contribute and develop according to their individual merits and aspirations.

#### **Health & Safety at Work**

You are reminded that, in accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, you have a duty to

take responsible care to avoid injury to yourself and to others by your work activities, and to co-operate with the organisation and others in meeting statutory and mandatory requirements.

### **Statutory & Mandatory Training**

You are required to complete mandatory training as required, and if unable to attend ensure this is rectified with your line manager's support at the earliest opportunity.

### **Infection Prevention & Control**

It is the responsibility of all staff to ensure high quality patient care is based upon principles of best practice in infection prevention and control, either directly through personal contact or indirectly through supervision of practice.

It is the responsibility of all staff to fully co-operate with managers in achieving compliance with Infection Control policies and in adopting safe systems of work when undertaking activities that present a risk of the spread of infection.

### **Confidentiality**

Information about any individual, which includes either some or all details of their identity is personal and is subject to the Data Protection Act (2018), the Human Rights Act (2000) and other Aspen Healthcare requirements such as the Caldicott principles.

- Patient information, in any form is confidential. This means that information should only be shared or accessed by someone with a legitimate reason, related to the care of the patient.
- Information about members of staff or others in relation to sensitive issues, such as appraisals, investigations, complaints or payroll details is also confidential.

All staff must always maintain confidentiality when dealing with sensitive material and information of this nature and immediately report any potential confidentiality issues that may arise.

### **Information Security**

All staff are required to read and comply with all Aspen communications and policies that are issued relating to the electronic security of Aspen and patient information particularly in relation to:

- Saving data and information
- Password management and responsibilities
- Transfer of data and data sharing

### **Whistleblowing - Raising Concerns**

It is the responsibility of all staff to raise any concerns to their line manager or the HR department if they reasonably believe that one or more of the following concerns is either happening, has taken place, or is likely to happen in the future relating to the company's business:

- A criminal offence
- The breach of a legal obligation
- A miscarriage of justice
- A danger to the health and safety of any individual
- Damage to the environment
- Deliberate attempt to conceal any of the above.
- any other legitimate concerns

### **Data Protection**

All staff must be aware of the Caldicott principles, the Data Protection Act 2018 and the Human Rights Act 2000. The protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, Aspen Healthcare and the individual may be prosecuted. Disciplinary action will be taken for any breach.

**Mobility/Flexibility**

Your normal place of work will be as stated above, but as a term of your employment you may be required to work from any of the companies' facilities.

**Safeguarding the Welfare of Children and Vulnerable Adults**

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines relevant to their job role

**For all posts requiring professional registration**

You are required by law to maintain professional registration for the duration of your employment and cannot be lawfully employed should registration lapse. Lapsing may render you subject to disciplinary action. You are also required to abide by the codes of professional practice as detailed by the professional body (Nursing and Midwifery Council, General Medical Council, Health and Care Professions Council etc.)

**Other responsibilities**

You will be required to be aware of and adhere to all relevant Company Policies and Guidelines.

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time and where possible be in consultation with the post holder.

**Review**

The post-holder must act in such a way to promote a positive image of Aspen Healthcare UK Ltd at all times. This job description is not conclusive and will be regularly reviewed with the post-holder.



**PERSON SPECIFICATION**

**POST: PA to Hospital Director**

<b>SELECTION CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE standard or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Secretarial /administrative or other relevant qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous PA role at director level in a similar sized organisation</li> <li>• Experience of providing a secretarial service to a number of senior level committees</li> <li>• Experience in supporting committee chairs</li> </ul>	<ul style="list-style-type: none"> <li>• Working in a hospital environment.</li> </ul>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• Advanced IT/keyboard skills using Microsoft Office</li> <li>• Fast and accurate typing skills</li> <li>• Minute taking</li> <li>• Excellent communication skills both verbal and written</li> <li>• Planning and organisational skills</li> <li>• Proven ability to work to tight deadlines</li> <li>• Understanding of confidentiality requirements</li> <li>• Ability to use initiative appropriately to resolve issues and anticipate the needs of others while adhering to boundaries.</li> <li>• Ability to work under pressure</li> </ul>	<ul style="list-style-type: none"> <li>• Shorthand.</li> <li>• Audio Typing.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Positive attitude</li> <li>• Excellent attention to detail</li> <li>• Self-motivation</li> <li>• Confident / assertive</li> <li>• Able to work evenings</li> <li>• Flexibility</li> </ul>	

<b>Author:</b>	Douglas Watson	<b>Date:</b>	21/08/2020
<b>Revision:</b>		<b>Date:</b>	
<b>Agreed Post Holder:</b>		<b>Date:</b>	
<b>Agreed Manager:</b>		<b>Date:</b>	