



JOB DESCRIPTION

Title of Post:	Executive Support Manager
Band of Post:	Band 7
Directorate:	People & Organisational Development
Reports to:	Assistant Director, Risk Management & Governance (Board Secretary)
Accountable to:	Director of People & Organisational Development
Initial Base Location:	Trust Headquarters, Ulster Hospital
Type of Contract:	Permanent
Hours:	Full – time, 37.5 hours per week

Job Purpose

The post holder will be responsible to the Board Secretary for the management of all activities central to the effective and efficient operation in respect of the Offices of the Chief Executive and Chairman. This will include the provision of business support, including administrative and secretarial services to, the Chief Executive, Chairman, Non-Executive Directors and Board Secretary and the management of Parliamentary/Assembly Questions.

He/she will provide clear leadership to all staff who report directly to them including the management of the Executive Management Team's Personal Assistants and support staff within the Department in order to support a culture of effective team working, continuous improvement and innovation.

He/she will provide comprehensive and efficient business support, including administrative and secretarial services, to the Department including a Personal Assistant role to the Chairman of the Board (including Non-Executive Directors) and the Board Secretary.

The post holder will also manage, and be responsible for, the organisation of the effective and efficient servicing (including minute taking) of the Trust Board and its sub committees, and Executive Management Team Meetings.

He/she will handle highly confidential and sensitive information and will, therefore, be required to observe and comply with the Trust's policies and procedures on confidentiality.

The post holder will be required to establish and maintain effective networks both internal and external to the Trust and deal with members of the public and Trust stakeholders on a regular basis.

Main Responsibilities

Service Delivery

- Lead in the provision of a high quality administrative, secretarial and business function to ensure the effective and efficient running of the Offices of the Chief Executive and Chairman (including Non-Executive Directors) including support to Trust Directors, as required.
- Establish, develop and maintain systems, processes and procedures for the effective and efficient operation of the Offices of the Chief Executive and the Chairman.
- Provide and manage effective and efficient administrative and secretarial services to the Chief Executive, Chairman of the Board, Non-Executive Directors and Board Secretary. He/she will provide direct Personal Assistant support to the Board Secretary and Chairman including Non-Executive Directors.
- Lead and manage the Personal Assistants as well as other support staff within the Offices of the Chief Executive, Chairman and Directors to ensure that Directors are provided with a high quality level of support that will assist them in the delivery of their job.
- Act as the key contact point for the Department of Health (DoH), the Health & Social Care Board, and other relevant DoH offices (e.g., Minister's office and office of the HSC Permanent Secretary & Chief Executive) in relation to all correspondence, Parliamentary/Assembly Questions: initiating action, advising, co-ordinating and preparation of responses, as required.
- Have oversight of, and manage all the correspondence coming into the Chief Executive's and Chairman's offices. Action, as appropriate, correspondence on own initiative, delegating to other Trust officers, seek comments and draft responses for Chief Executive, Chairman and Board Secretary, as required.
- Prepare and/or co-ordinate non-routine responses to correspondence and/or preparation of reports for the Chief Executive, Chairman (including Non-Executive Directors) Board Secretary and Directors (if appropriate) ensuring replies are provided within agreed timescales.
- Organise Trust Board and Executive Management Team workshops/conferences and travel arrangements for the Chief Executive, Chairman and Non-Executive Directors and Board Secretary.
- Act as the central point of contact for Non-Executive Directors on all business relating to the Trust Board.
- Participate in the performance management process by developing a Service Plan for the Offices of the Chief Executive & Chairman that links with the overarching plan developed by the Assistant Director, Risk Management & Governance (Board Secretary).

- Provide and manage efficient and effective administrative and secretarial support for the Trust Board and its committees and the Executive Management Team ensuring accurate records are kept of meetings, decisions taken and follow up action in line with Standing Orders and Trust policies and procedures.
- Support the Board Secretary in the managing the process of agenda setting, the logistics of the organisation of meetings, provision and dissemination of information and committee servicing/ minute taking of the Trust Board and its committees and the Executive Management Team, as required using electronic Board Papers (electronic system for storage of papers).
- Manage and supervise the taking and approval of minutes of the Trust Board, its sub committees and the Executive Management Team, taking appropriate follow up action as required, including having an appropriate system for follow up and closure of action points.
- Implement arrangements to assure strong financial management of the department's budget ensuring efficient and effective use of resources.
- Develop systems, processes and procedures for the management of records (both manual and electronic) within Trust Headquarters in accordance with Trust policy, DoH guidance and statutory requirements.
- Responsible for developing and maintaining high standards of administrative and secretarial practice within Trust Headquarters, ensuring achievement through staff training and development and auditing practice.
- Keep under review standing orders and standing financial instructions, practices and procedures for the conduct of business of the Board and its associated committees/sub committees.
- Review and revise the Terms of Reference for the Board and its committees and ensure that these are up-to-date in relation to best practice and approved by the relevant committee and the Board.
- Ensure the annual review of effectiveness of the Board and its sub committees/ are undertaken in a timely manner and approved, as required.
- Maintain accurate attendance records of Trust Board members' attendance at meetings.
- Maintain the Register of Interests for Trust Board members and update on an annual basis or as required.
- Maintain the register for Gifts & Hospitality on a Trust-wide basis for Board members and staff and provide regular reports to committee/s, as and when required.
- Develop and maintain information about the Trust Board, its sub committees on the Trust's internet /intranet site ensuring it is in accordance with the Trust's publication scheme and best practice.

- Co-ordinate the Board Development programme for Board members in conjunction with the Board Secretary.
- Develop and maintain systems for the documenting and processing of communications from politicians and elected representatives ensuring the preparation of draft responses by Directors in a timely manner for signature by Chief Executive.
- Develop and maintain positive relationships with key contacts and stakeholders in other bodies including DoH, HSCB and other HSC organisations.

Generic managerial responsibilities

- Participate in any staff appraisal scheme organised by the Trust and any training relevant to the post.
- Participate as required in the selection and appointment of staff reporting to him/her in accordance with procedures laid down by the Trust.
- Review individually on a regular basis the performance of immediately subordinate staff.
- Ensure that the review of performance identified above is performed for all levels of staff who report directly to the post holder in accordance with the Trust policies and procedures.
- Provide guidance on personal development requirements and advise on and initiate, where appropriate, further training.
- Maintain good staff relationships and morale amongst the staff reporting to him/her.
- Delegate appropriate responsibility and authority to the level of staff within his/her control consistent with effective decision making whilst retaining responsibility and accountability for results.
- Take such action as may be necessary in disciplinary, grievance and absence matters in accordance with procedures laid down by the Trust.
- Comply with all relevant Trust policies and procedures, as required.
- Any other duties as may be assigned from time to time.

GENERAL RESPONSIBILITIES

All employees are required to comply with the procedures, policies and codes of practice within the Trust.

Trust Value and Behaviours

All staff members and managers are expected to behave at all times in line with the Trust's Values and Behaviours (as outlined above on page 2).

The Trust's Core Values demonstrate its commitment to;

'improve the health and wellbeing of the people we serve in partnership with key stakeholders; to provide person centred, safe and effective care; plan for and respond to changing needs of our patients, clients, carers and staff and ensure best value for money'

Equality

The Trust is an Equal Opportunities employer and welcomes applications from all sectors of the community irrespective of their religious belief, political opinion, race, gender, marital status, dependants, age, sexual orientation or disability.

All staff are required to comply with our Equal Opportunities Policy and each employee must make him/herself aware of their obligations. Managers/Supervisors have a responsibility to ensure compliance with this requirement and promote equality of opportunity.

Health & Safety

All employees must fully comply with the Trust's various Health and Safety Policies and Procedures and Practices including relevant legislation and Codes of Practice.

Conduct





Staff must maintain high standards of personal accountability and abide by the Code of Conduct.

Members of staff are expected at all times to provide a caring service and to treat those whom they come into contact in a courteous and respectful manner.

Performance

Employees are expected to demonstrate commitment to the Trust by ensuring regular attendance at work and the efficient discharge of their duties.

Staff will participate in the Trust's Knowledge and Skills Performance Appraisal which is designed to ensure staff can contribute to organisational goals and ensure their skills are relevant to the tasks to be undertaken and that patient and client care is of a high quality.

HSC Value	What does this mean?	What does this look like in practice? - Behaviours
 Working Together	<p>We work together for the best outcome for people we care for and support. We work across Health and Social Care and with other external organisations and agencies, recognising that leadership is the responsibility of all.</p>	<ul style="list-style-type: none"> • I work with others and value everyone's contribution • I treat people with respect and dignity • I work as part of a team looking for opportunities to support and help people in both my own and other teams • I actively engage people on issues that affect them • I look for feedback and examples of good practice, aiming to improve where possible
 Compassion	<p>We are sensitive, caring, respectful and understanding towards those we care for and support and our colleagues. We listen carefully to others to better understand and take action to help them and ourselves.</p>	<ul style="list-style-type: none"> • I am sensitive to the different needs and feelings of others and treat people with kindness • I learn from others by listening carefully to them • I look after my own health and well-being so that I can care for and support others
 Excellence	<p>We commit to being the best we can be in our work, aiming to improve and develop services to achieve positive changes. We deliver safe, high-quality, compassionate care and support.</p>	<ul style="list-style-type: none"> • I put the people I care for and support at the centre of all I do to make a difference • I take responsibility for my decisions and actions • I commit to best practice and sharing learning, while continually learning and developing • I try to improve by asking 'could we do this better?'
 Openness & Honesty	<p>We are open and honest with each other and act with integrity and candour.</p>	<ul style="list-style-type: none"> • I am open and honest in order to develop trusting relationships • I ask someone for help when needed • I speak up if I have concerns • I challenge inappropriate or unacceptable behaviour and practice

Information Governance

All employees of South Eastern Health & Social Care Trust are legally responsible for all records held, created or used as part of their business within the South Eastern Health & Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulations 2004, the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Employees are required to be conversant and to comply with the South Eastern Health & Social Care Trust policies on Information Governance including for example the ICT Security Policy, Data Protection Policy and Records Management Policy and to seek advice if in doubt.

For further information on how we use your personal data within HR, please refer to the Privacy Notice available on I-Connect located under HR & Corporate Affairs. To access, please click on the following link:-

<http://www.setrust.hscni.net/about/AccessstoInformation.htm>

Environmental Cleaning Strategy

The Trust's Environmental Cleaning Strategy, recognises the key principle that "Cleanliness Matters. It is everyone's responsibility, not just the cleaners". Whilst there are staff employed by the Trust who are responsible for cleaning services, all staff employed by the Trust have a responsibility to ensure a clean, comfortable and safe environment for patients, clients, residents, visitors, staff and members of the general public.

Infection Prevention & Control

All Staff should co-operate fully with regard to Trust policies and procedures relating to infection prevention and control.

All staff should be aware of the Trust's Infection Prevention & Control Strategy and their local Directorate initiatives being undertaken to reduce infection and enhance care delivery for patients/clients. They should know their role, in keeping with key principles as Infection Prevention and Control is everyone's business.

Staff, in delivery of all care must:-

- Wash their hands thoroughly between each patient contact.
- Be compliant with Standard Infection Control Precautions, Hand Hygiene and decontamination and other relevant infection prevention and control measures.
- Be aware of the Trust's Infection Control guidance and the Northern Ireland Regional Infection Control Manual and ensure they obtain mandatory Infection prevention control training or other specific infection control related training as required.

Hygiene & Prevention of Infection

You will at all times be required to observe hygiene/infection prevention & control standards and notices in operation throughout the Trust. Hygiene and control of -infection are key elements in delivery of safe, quality services and you will, in certain jobs, be required to undertake an appropriate training course at the expense of the Trust.

Personal Public involvement

Staff members are expected to involve patients, clients and their families in developing, planning and delivering our services in a meaningful and effective way, as part of the Trust's Personal Public Involvement (PPI) Strategy.

Location

Please note that it is a standard condition that all Trust staff may be required to work at any location within the Trust's area, as the needs of the service demand.

Terms and Conditions

Applicants should note that the terms and conditions attached to this post will be as set out in the Agenda for Change Terms & Conditions.

This is not intended to be a comprehensive list of all the duties involved in the post and may be amended to meet the changing needs of the South Eastern Health and Social Care Trust; consequently an employee may be required to perform other duties appropriate to the post as assigned to them.

All Job Descriptions are subject to regular review and should be formally reviewed within a two year period.

June 2021



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Band of Post: Band 7

Notes to applicants:

1. *You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.*
2. *Shortlisting will be carried out on the basis of the essential criteria set out in Section 1 below, using the information provided by you on your application form. Please note the Trust reserves the right to use any desirable criteria outlined in Section 3 at shortlisting. You must clearly demonstrate on your application form how you meet the desirable criteria.*
3. *Proof of qualifications and/or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.*

ESSENTIAL CRITERIA		
<p>SECTION 1: The following are ESSENTIAL criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage. You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.</p>		
Factor	Criteria	Method of Assessment
Experience/ Qualifications/ Registration	<p>A relevant university degree or recognised professional qualification or equivalent qualification (NQF level 6)</p> <p>And</p> <p>At least 3 years’ experience in a Band 6 role or equivalent¹ involving staff management and servicing of high level committee meetings.</p> <p>Or</p> <p>HND/HNC or equivalent (NQF level 5)</p> <p>And</p> <p>At least 4 years’ experience in a Band 6 role or equivalent involving staff management and servicing of high level committee meetings.</p> <p>Or</p> <p>Worked for at least 6 years in a Band 6 role or equivalent involving staff management and servicing of high level committee meetings.</p>	Shortlisting by Application Form

Experience/ Qualifications/ Registration	Demonstrate competence in the use of the Microsoft Office suite (ie, Word, Excel and PowerPoint) and Microsoft Outlook on a day to day basis.	Shortlisting by Application Form
Experience/ Qualifications/ Registration	Demonstrate considerable and proven administration experience on a day to day basis, including experience in, providing advice on the preparation of written papers, briefing notes and communications, including power point presentations, at a senior level.	Shortlisting by Application Form
Experience/ Qualifications/ Registration	Have a minimum of 2 years' experience working with a diverse range of internal and external stakeholders.	Shortlisting by Application Form
Other	Hold a current full driving licence which is valid for use in the UK and have access to a car on appointment. This criteria will be waived in the case of applicants whose disability prohibits driving but who have access to a form of transport approved by the Trust which will permit them to carry out the duties of the post	Shortlisting by Application Form

*Volunteering experience may be considered appropriate in particular for roles within the context of direct patient/client care. **If invited for interview please be aware that your interview may include an aspect of Value Based Interviewing. The Trust Behaviours set out in the job description reflect our Trusts values and our expectations of all employees. You may find this helpful when preparing for your interview.***

KSF Outlines:

- **Communication – Level 3**
- **Personal and People Development – Level 3**
- **Health, Safety and Security – Level 2**
- **Service improvement – Level 2**
- **Quality – Level 2**
- **Equality and Diversity – Level 2**

Vetting

As part of the Recruitment and Selection process, it may be necessary for the Trust to carry out a check through Access NI before any appointment to this post can be confirmed.

To access a copy of the Access NI Code of Practice, please [Click here](#).

To access a copy of the 'SET Guidance on Recruiting People with Criminal & Conflict Related Convictions', please [Click Here](#)

Protecting and using your information.

To access a copy of the Trust's Data Protection Policy Statement, [Click Here](#)

Canvassing either directly or indirectly will an absolute disqualification for appointment.