

## Role Profile

<b>Role Title:</b>	PA to Functional Director
<b>Department:</b>	Portfolio Management and Customer Experience
<b>Role Purpose:</b>	To provide confidential and comprehensive secretarial and administrative support services to Directors and Managers within our Operations Directorate.
<b>Reporting to:</b>	Director of Portfolio Management & Service Improvement
<b>Responsible for:</b>	N/A
<b>Disclosure level:</b>	N/A
<b>Role Level:</b>	Frontline Manager

<b>Key Role Responsibilities</b>	<ul style="list-style-type: none"> <li>• Provide confidential, comprehensive secretarial and administrative support services to Directors and Manager within the Operations Directorate; this includes managing calls, general administrative work, greeting visitors, arranging meetings and proactive diary management.</li> <li>• Provide day to day line management of the Team Administrators.</li> <li>• Provide meeting agendas, attend and minute meetings ensuring prompt circulation of minutes and coordinate the completion of action points.</li> <li>• Ensure that the production of documents, reports, letters and other work generated by the Directors and Managers are promptly typed, assembled and distributed as required respecting confidentiality at all times.</li> <li>• Proactively manage relevant Director/s and Manager/s diaries to provide an even balance between meetings and ability to deliver other duties.</li> <li>• Maintaining the electronic and paper filing systems for the Directors and Managers across the Operations Directorate.</li> <li>• Receiving telephone calls and dealing with the calls appropriately, professionally and timely.</li> <li>• Data extraction and analysis for the production of reports and monitoring of progress.</li> <li>• As directed, produce periodic reports to identify trends and practices, which can assist Senior Managers to address failures to</li> </ul>
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	<p>meet customer's satisfaction and expectations.</p> <ul style="list-style-type: none"> <li>• Processing of orders, invoices and other contract documentation on the EBIS system.</li> <li>• Working with other colleagues across the Operations Administration Team and provide cover when necessary at all levels of the team.</li> <li>• Maintain a close working relationship with all areas of the business and other teams to meet their business requirements and provide a seamless service to customers.</li> <li>• Play an active role in the design and continuous improvement of the service provided by the team.</li> <li>• To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety Policy commensurate with this position.</li> </ul>
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• GCSE Mathematics and English at grade C or above.</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• A sound understanding of MS Office including ability in MS Word, Outlook and Excel.</li> <li>• Experience of managing and prioritising the workload of a team; ensuring that work is delivered on time and to the required standard.</li> <li>• Experience of managing administrative processes within a confidential setting.</li> </ul>
<b>Role Specific Skills &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• Ability to provide excellent customer service.</li> <li>• Excellent communication skills, both verbal and written.</li> <li>• Ability to adapt to business requirements.</li> </ul>