



Yorkshire
& Humber
AHSN

**Transforming Lives
Through Innovation**



EA Support
Initially for a fixed term of 12 months

September 2021

EA Support Recruitment Pack
including Job description and Person Specification

If you want to make a difference in Yorkshire and the Humber – and beyond – you have come to the right place. We need determined and passionate people to work with us to deliver our wide range of programmes. We want people who look at our values and think.....yes, that's just where I want to be!

We use our skills, knowledge, networks and relationships to understand the healthcare system and patient needs locally and regionally. We develop projects, programmes and initiatives that reflect the diversity of our local population and its healthcare challenges.

You will be part of high functioning team, supporting the effective operation of the CEO office by providing wide-ranging administration services to the Executive Assistant and CEO office. The role requires flexibility, resourcefulness, self-motivation and the ability to provide the highest quality support service to a dynamic team working on multiple projects with competing deadlines and priorities.

You'll be joining a committed and high performing team that focuses on patient outcomes and supporting the people of Yorkshire and the Humber. We are committed to creating and sustaining a positive and inclusive working environment for all our employees to ensure our work and our workforce represents the communities we serve.

Applications should contain a CV and a covering letter. The covering letter should explain why you are interested in the role, why you would like to work with us at Yorkshire & Humber AHSN and what your knowledge and experience can bring to this role.

Closing date is **Monday 4 October at 12 noon** – late applications will not be accepted. Applications should be sent by email to hr@yhahsn.com.

If you would like to speak to the Executive Assistant prior to making an application, please email angela.foster@yhahsn.com to arrange a suitable time for a discussion.

Interviews will take place on Friday 19.10.2021 via Microsoft Teams. Applicants will be informed if they have been offered an interview on 11.10.2021.



Our corporate mission, vision, ambition and objectives

Mission

Transform lives through innovation

Vision

To improve the health and prosperity of our region by unlocking the potential of new ideas

Ambition

“Within the next two years, evolve Yorkshire & Humber AHSN into a sustainable position as a trusted and valued partner delivering spread of innovation, quality improvement and economic growth locally, nationally and internationally in partnership with commissioners, clients, patients and the public”

YHAHSN Strategic Priorities (2020-2023)

- Deliver our Business Plan to meet the satisfaction criteria of our commissioners
- Reinforce our reputation as a trusted and valued partner with our stakeholders
- Sustain and grow our income by protecting existing sources of revenue and securing new ones
- Establish Yorkshire & Humber AHSN as a great place to work
- Exceed our statutory duties and obligations

<https://www.yhahsn.org.uk/>





Our Values



Stronger Together

We're confident in the results we can achieve when we're united with our colleagues, stakeholders and partners



Always Learning

Every day's a school day. We're constantly searching for ways to excel and work tirelessly to build our expertise



People People

We love catching up for a cuppa and a natter but, more than that, we're curious about what makes people tick



Energetic Pioneers

We find new things and ideas that can make a difference to the health of our region. This is what gets us out of bed in the morning



What we will give you:

- Salary of £22,242 pa
- 25 days holiday + 8 statutory days (fte)
- 3 extra days to take at Christmas/New Year (set by company)
- Flexible and agile working
- Contributory matched pension (up to 10%)
- Learning and Development
- Digital Perks platform (discounts off shopping and travel)
- Fabulous, open-plan head office with free parking at the side of Junction 39 M1 in Wakefield
- Wellbeing programme
- Employee Assistance Programme/Mental Health First Aiders



EA Support Job Description (Fixed term 12 months)

Overall Purpose of Role (Summary)

This role will assist with the effective organisation of the CEO office so that all office functions run smoothly and that the CEO Office is operating at maximum effectiveness. Priorities include supporting the Executive Assistant to ensure the smooth, efficient, and effective operation of the CEO office function. This is a supportive role, working as part of a busy team, which requires the right combination of focus, capability and flexibility, as well as a willingness to play an active, behind-the-scenes role. The role requires a resourceful individual with self-motivation and a willingness to support the needs of the CEO Office.

Absolute confidentiality and the ability to understand boundaries of authority are critical.

Key Duties and Responsibilities

- Providing an administration service to the Executive Assistant and CEO Office
- Supporting the Executive Assistant in the influence of CEO activities to create the most efficient work patterns and travel requirements
- Supporting the Executive Assistant with the management of the CEO's inbox including extracting and filing documents and information.
- Supporting the Executive Assistant in creating and monitoring the CEO Office actions, managing the tasks in Asana to ensure efficiency and enabling forward planning.
- Maintain CEO forward view electronic notebook, ensuring it is updated with all relevant information in a timely manner.
- Conserving Executive Assistant and where required CEO's time by reading, researching and managing routine correspondence including drafting letters and documents
- Maintain efficient records and files, collecting, inputting, processing and extracting data
- Answering phones and connecting calls to the relevant person/department, taking phone messages or directing them where appropriate
- Maintain electronic filing systems, ensuring processes are up to date and in working order
- Reconciling monthly credit card statements and expenses
- Creating and processing purchase orders
- Diary management when requested including the management of schedules and appointments, including the use of Doodle polls
- Assist the Executive Assistant with admin, booking travel, accommodation, communicating with relevant agencies to produce travel itineraries for directors
- Administrative management of internal meetings as required by the CEO Office.
- Meeting room set up, preparation, co-ordination of attendees and refreshments, ensuring all IT is set up and functioning correctly.





- Supporting the EA in preparation of meeting agendas, performing research for meetings, and taking notes/minutes during meetings
- Preparation of documents and information packs by printing, copying and binding etc
- Writing and editing correspondence
- Management of emails, drafting and sending them on behalf of others where required
- Scheduling and facilitation video and conference calls where required.
- Scheduling appointments, meetings and events internally and externally booking venues and planning refreshments.
- Carry out reception duties, ensuring all CEOs visitors are greeted, signed in, in line with YHAHSN process and provided with refreshments.
- To ensure confidentiality and security of all documentation/information in the CEO Office
- Giving feedback on CEO office efficiency and suggesting possible improvements
- Any other administrative tasks that are required
- When required help to manage the integration of new systems and technology into the CEO Office.
- Demonstrate a commitment to quality and a strong attention to detail and accuracy with the ability to consistently work at a high-quality level
- Liaise with other members of staff, including but not limited to, PA's, SLT, DMT and the rest of the Corporate Services team, to facilitate organisational effectiveness
- Take a role in the organisation's administration service including answering the phone, dealing with visitors, and general day-to-day office activities
- Presenting a professional, helpful and efficient image of CEO Office at all times.

Special Requirements:

- You may on occasion be required to work irregular hours in accordance with the needs of the role.
- You will routinely be expected to travel across the region, and other locations to meet with members of the AHSN team, project stakeholders and others.

Education and Professional development

- Take every reasonable opportunity to maintain and improve professional knowledge including the use of innovative technologies to improve work practices.
- Develop own skills and knowledge and provide information to others to help individual and team development.
- Participate in personal objective settings and review, including a personal development plan.

Health and Safety

- Ensure that you remain compliant with health and safety regulations and accepted safe practice at all times. Report any health and safety issues or contraventions witnessed anywhere within the organisation to the CEO.





- Work efficiently and responsibly within all areas of the organisation in a safe manner sharing good practice with colleagues.

General

- You will contribute to continuous improvement of working practices.
- You will comply with all policies and procedures within the organisation.
- Carry out all duties with regards to and ensuring equal opportunities and work with all employees within the organisation in the fulfilment of our aims and objectives.



EA Support Person Specification

Qualifications

- A level education or equivalent experience

Knowledge & Experience

- Experience of providing efficient and effective administration activities to a busy and dynamic office
- Experience of assisting and supporting at a mid to high level within an organisation
- High level of proficiency on all Microsoft Office systems
- Excellent communication skills –written and verbal
- Highly organised and efficient
- Able to work to tight deadlines
- Delivers a high standard of accuracy and efficiency
- Ability to undertake research in order to support the Directors
- Analytical with an eye for detail
- Maintain confidentiality and discretion at all times
- Courteous, friendly and tactful
- Establishes rapport easily
- Professional when dealing with Senior Staff, stakeholders and external relationships
- Ability to juggle competing priorities and understand levels of authority
- Responds positively to change
- Team player who is proactive and energetic and keen to make things happen
- Flexible and willing to contribute by helping others

Qualities

- An ability to communicate effectively with people internally and externally in order to maintain collaborative relationships
- Self-motivated
- Well organised, proactive and flexible approach to work
- Good judgment about when to use initiative and when to consult
- Confident in decision making process
- Outgoing and resilient with a sense of humour
- Ability to quickly grasp new ideas and concepts
- A commitment to inclusion, equality and diversity

Additional Factors

- Acts professionally and with integrity at all times
- Honest, respectful and professional in all interactions
- Driving licence and use of own car
- Able to work flexibly and agilely to meet the needs of the business