



### Job Description

<b>Job Title</b>	Committee Services Co-ordinator
<b>Band</b>	AfC Band 5
<b>Location</b>	London Ambulance Service Headquarters, Waterloo
<b>Reporting to</b>	Governance Manager

#### Job Purpose

The purpose of the Committee Services Co-ordinator is to provide efficient and effective administrative and clerical support services to the Trust's Corporate Governance team, including the Chair of the Trust and the Trust's Director of Corporate Governance. This could include organising meetings and workshops, filing and copying, managing correspondence, maintaining information or databases, taking notes and minutes of meetings, obtaining and stationery supplies and other support activities.

#### Key Result Areas & Performance Indicators

- Smooth, professional and efficient administrative and secretarial support to the Trust's Corporate Governance team, including the Chair of the Trust and the Trust's Director of Corporate Governance.

#### Key Relationships & Stakeholders

- Trust Chair and Chief Executive
- Non-Executive Directors
- Executive Leadership Team Members
- Executive Leadership Team Members' PAs
- Director of Corporate Governance
- Corporate Governance Manager
- Corporate Committee Services Officer
- The post holder will liaise with staff at all levels across the organisation
- The post holder will liaise with senior external stakeholders, including commissioners/Clinical Commissioning Groups, NHSI, CQC, NHSE, DH
- The post holder will be responsible for representing the Trust to members of the public when they attend Board meetings

#### Key Responsibilities

- To provide high quality administrative support to the Corporate Governance team.
- To receive, process and send documentation and correspondence on behalf of the team (including Board and Committee papers).
- To ensure the provision of an efficient and effective first point of contact for external and internal callers to the office, including fielding telephone calls and taking messages, ensuring that messages

are relayed accurately and promptly and, if possible, resolving queries.

- To produce reports, documents and presentations using an advanced level of IT skill, using packages including Word, PowerPoint, Excel and other databases as relevant to the office.
- To write, assemble and co-ordinate the preparation of reports and presentations for meetings of the trust's senior decision-making bodies (Board, Executive Leadership team and their committees), and to provide support to others when required to do the same.
- To undertake effective diary management; scheduling and prioritising appointments; arranging regular and ad hoc meetings with external and internal persons; and making decisions on the basis of need and ensuring workload priorities and commitments are maintained
- To find venues, and arrange catering for significant external meetings of the Trust's senior decision-making bodies, also organising travel arrangements, including booking tickets and hotels, where required.
- To set up and maintain manual and electronic files, as required, and ensure original documentation is retained or archived.
- To ensure that the information provided to the public and staff about the Trust's senior decision-making meetings is maintained in a manner that ensures accuracy and engagement from all stakeholders.
- To deal with all enquiries in a proactive manner, using judgement and proposing solutions for complex enquiries.
- To manage the work schedule efficiently, prioritising complex activities and demonstrate flexibility where required to ensure smooth running of the office, often working unsupervised.
- To complete purchase orders and obtain supplies e.g. stationery;
- To provide cover for PAs when on leave or when workload fluctuates, to ensure services are maintained.
- To support the team with any ad hoc administrative requirements e.g. taking minutes, research.
- To coordinate the directorate risk register updates on DatixWeb.

### **Infection Prevention & Control**

All Trust employees, whether involved directly or indirectly in the provision of healthcare, have a duty to co-operate with and implement Trust policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in the provision of healthcare so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

### **Safeguarding**

The London Ambulance Service NHS Trust is committed to safeguarding and promoting the welfare of children and young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the LAS Safeguarding Child and Adult at Risks Policies and Procedures.

Staff should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

### **Confidentiality**

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

## **Risk**

Accept personal responsibility for contributing to the Trust's management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the Trust.

As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the Trust, in accordance with Trust policy and training.

Identify and report actual or potential hazards/ risks in the work environment in accordance with Trust policies, and take immediate action to minimise risks where it is reasonably practicable to do so.

Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children.

Follow LAS policy on use of PPE (Personal Protective Equipment) e.g. Stab Vests, Hi- Visibility Clothing, Gloves, Visors etc.

Awareness of and compliance with Health and Safety Regulations.

## **Equality and Diversity**

The Trust recognises the need for a diverse workforce and is committed to Equal opportunities in employments. And seeks to eliminate unlawful discrimination. To promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff) must at all times fulfil their responsibility with regards to the Trust Equality and Diversity policy and the Equality Act of 2010. All individuals have responsibility to highlight any potential discriminatory practice

## Person Specification

(A = application, T = test, I = interview)

<b>Qualifications, Accreditations, Education</b>		
	<b>Essential</b>	<b>Evidence</b>
Fast, accurate keyboard skills to RSA III or equivalent level of competency (advanced keyboard use)	√	<b>A/I/T</b>
Excellent IT and organisational skills	√	<b>A</b>
Excellent communication and interpersonal skills	√	<b>A/I/T</b>
Audio typing	√	<b>A/T</b>
Undergraduate Degree, or equivalent relevant experience	√	<b>A</b>
<b>Experience</b>		
Demonstrable experience of working in an administrative role and working with administrative systems supported by appropriate formal training	√	<b>A/I</b>
Experience of working with individuals at a senior level	√	<b>A/I</b>
Experience of servicing meetings, minute taking and follow-up administration	√	<b>A/I</b>
Experience of working in the NHS or a large organisation	√	<b>A</b>
<b>Knowledge and Skills</b>		
Knowledge of full range of secretarial procedures, software programmes, specialized functional terms acquired through NVQ3, RSA3 or equivalent plus relevant practical experience	√	<b>A/T</b>
Advanced knowledge of Microsoft Office, including Word, Excel, Powerpoint and standard keyboard skills	√	<b>A/I</b>
Excellent verbal and written communication skills with the ability to draft correspondence and reports	√	<b>A/I</b>
Excellent time management skills	√	<b>A/I/T</b>
<b>Personal Abilities</b>		
Able to work without supervision and to prioritise own workload – exercising sound judgement, maintaining discretion and using initiative	√	<b>A/T</b>
Ability to draft correspondence and responses to routine issues	√	<b>A/I/T</b>
Ability to work for long periods whilst using the computer for report preparation or detailed minute-taking	√	<b>A/I</b>
Able to manage complex diary issues	√	<b>A/I/T</b>
Ability to draft documents and presentations	√	<b>A/I</b>

Ability to understand the workload of the Chief Executive and Chair and to provide support by timely anticipation of their requirements	√	<b>A/I</b>
Able to work accurately and effectively under pressure and to tight deadlines	√	<b>A/I/T</b>
Able to work in a highly pressured environment	√	<b>A/I</b>
Proven team worker	√	<b>A/I</b>
Flexible, enthusiastic and committed	√	<b>A/I</b>
Aware of own strengths and development needs	√	<b>A/I</b>
Honesty, integrity and reliability	√	<b>A/I</b>
Ability to deal with difficult situations in a sympathetic and professional manner	√	<b>A/I</b>
Prolonged VDU use	√	<b>A/I</b>
Occasional indirect exposure to traumatic incidents	√	<b>A/I</b>
Willing to undertake further training as necessary	√	<b>A/I</b>