

Job description

Job Title:	Executive Assistant to the Chair, Medical Director and Manager
Job Context:	<p>The Royal College of Physicians of London plays a pivotal role in setting the standards and through a variety of activities, influences the quality of medical practice in hospitals. It conducts examinations, carries out training, education and research activities and advises the Government and the profession on health and medical matters.</p> <p>The Faculty of Medical Leadership and Management (FMLM) is a UK-wide not-for-profit organisation, established by the Academy of Medical Royal Colleges in 2011 and is currently hosted by The Royal College of Physicians of London.</p> <p>FMLM's vision is to see excellence in medical leadership, management and team work, driving continuous improvement in health and healthcare in the UK.</p> <p>We do this by:</p> <ul style="list-style-type: none">• Sustaining a vibrant community and professional home for doctors across all careers stages and specialties• Supporting members in their aspirations to develop and enhance their leadership skills and networks• Influencing health policy for the benefit of patients and the population.• Whenever appropriate, working with the Academy of Medical Royal Colleges and key medical professional, governmental, regulatory, educational bodies, NHS organisations, and public and patient organisations, to achieve common goals.
Purpose and Scope:	<ul style="list-style-type: none">• To provide a comprehensive professional executive assistant service in support of the work of the Chair, Medical Director and Manager• To provide full professional administrative services to a wide range of meetings, including committees, related to FMLM• To be involved in supporting projects as directed by the Medical Director, Deputy Medical Directors, Manager and Board Secretary and Deputy Manager.

Reports to:	Board Secretary and Deputy Manager
Works closely with:	<p>Chair</p> <p>Medical Director</p> <p>Deputy Medical Directors</p> <p>Deputy Medical Directors</p> <p>Manager</p> <p>Senior FMLM Officers of Council and Board</p> <p>Board Secretary and Deputy Manager</p> <p>Communications and Policy Manager</p> <p>Digital Communications Officer</p> <p>Membership Officer</p> <p>Membership Engagement and Events Officer</p> <p>Assistant Management Accountant</p> <p>Clinical Fellows</p> <p>Service departments including Finance, HR, IT</p>
Major Responsibilities:	<p>General office duties</p> <ul style="list-style-type: none"> • To manage the electronic diary (via Outlook©) for both the Medical Director and Manager in an efficient manner, liaising with internal and external contacts as appropriate. • To ensure all background documentation for the Chair, Medical Director, Deputy Medical Directors and Manager is prepared to support their commitments both internal and external to RCP. • To organise travel arrangements and accommodation for the team as necessary. • To manage and review all incoming and outgoing correspondence, both paper and electronic, ensuring prioritisation and taking appropriate action. • To draft correspondence, reports and papers as required, writing own responses to enquiries when appropriate. • To ensure that filing and data is kept in accordance with the FMLM information governance policy and associated retention schedules. • To ensure the shared computer directories are kept up to date and reviewed regularly in line with the FMLM retention schedule. • To maintain appropriate confidentiality in all aspects of the duties required of the role. • Act as central point of contact for FMLM. • To work with the Board Secretary and Deputy Manager to provide administrative services to a wide range of meetings, and committees, including but not limited to: <ul style="list-style-type: none"> ○ FMLM Board

- FMLM Council
- FMLM committees.

Supporting the FMLM team

- To administer a range of meetings in support of the Chair, Medical Director, Deputy Medical Directors and Manager.
- To ensure that regular meetings with key internal staff and external contacts are arranged with the Medical Director and Manager according to business need e.g. regular 1:1 meetings with direct line reports and other FMLM officers.
- To ensure expenses and invoices are recorded, coded and approved appropriately.
- To ensure HR records are kept and handled appropriately.
- Manage general enquiries received by FMLM, responding or referring as appropriate.
- To be involved in new areas of work across the organisation, including improvement of systems, business development and income generation projects. To work closely with the Medical Director, Deputy Medical Directors, Manager, Board Secretary and Deputy Manager in the achievement of the organisations objectives.

Other duties

- Actively contribute to all team meetings and improving office processes and functions.
- To represent FMLM in wider projects/groups as and when appropriate.
- To adhere and comply with the RCPs statement on rights and responsibilities.
- To take responsibility for own professional development and be an active participant in the performance assessment and development process.
- Any other duties as may be reasonably expected and which are commensurate with the level of the post.
- Adhere and comply with the provisions of the RCPs Health and Safety Policy.
- Undertake all duties and responsibilities in compliance with the rules and regulations encompassing equal opportunities.

Terms and Conditions

Salary Scale E

Annual Leave 27 days annual leave plus statutory holidays (full-time)

Other Benefits:

- 35 hour week
- Flexi-time scheme
- Pension scheme
- Free staff restaurant
- Interest-free Season ticket loan (following completion of probation)
- Enhanced maternity pay provision after two years' service
- Childcare Vouchers
- Investors in People (IiP) accreditation
- Learning and development support
- Occupational health service
- Discounted membership with local gyms
- Cycle to work scheme
- Use of other library facilities

In addition to the benefits set out above, the RCP complies with all statutory rights; details of which can be found at <http://www.berr.gov.uk/employment/>.

Full details on any of the above benefits can be gained from the HR Department upon request or, following employment, via the RCP Intranet.

In consultation with staff, benefits and policies may be reviewed and changed over time.

The RCP operates a 'no smoking' policy

(Some benefits are non-contractual and the RCP reserves the right to review benefits and withdraw benefits as appropriate)

Person specification

Position: Executive Assistant to the Chair, Medical Director and Manager	Job Number: FMLM108
Department: Faculty of Medical Leadership and Management	Date: June 2014

General and Professional Education	Application	Interview
Essential		
Educated to minimum A level standard	✓	
Desirable		
Degree level qualification	✓	
Technical competencies		
Essential		
A minimum of three years' experience in a personal assistant post for a senior leader/executive which has a degree of responsibility	✓	✓
Ability to manage self and others		✓
Excellent verbal, written and oral communications skills	✓	✓
Ability to communicate across all levels of the organisation	✓	
Demonstrable problem solving skills with the ability to stay calm under pressure	✓	✓
A flexible attitude and the ability to multi task	✓	✓
Ability to successfully manage competing and complex tasks	✓	✓
Demonstrable project management skills	✓	✓
Experience of handling administrative work of considerable variety and prioritising under pressure	✓	✓
Strong presentation skills using PowerPoint		✓
Fully conversant with the Microsoft Office © suite being able to demonstrate advanced knowledge and understanding of the use of the programmes including Outlook, Word, Excel and PowerPoint to a high level	✓	
Desirable		
Experience of working in an administrative/PA function within a membership organisation	✓	
Experience of working in a medical environment	✓	
Experience in updating records in databases and/or Customer Relationship Management (CRM)	✓	
Role competencies		
Identifies the extent and nature of conflicting demands and makes specific recommendations to resolve them	✓	✓

Demonstrates integrity and discretion when dealing with sensitive information or advice	✓	✓
Seeks and considers feedback from others of own actions	✓	✓
Shares experience and works collaboratively	✓	✓
Successfully establishes and develops working relationships	✓	✓
Endeavours to use project management tools and techniques to achieve results, with a process for consultation and monitoring	✓	✓
Stores information according to department policy and provides audit trails to others to meet their requests	✓	
Takes an active focus to work by setting and working to deadlines	✓	✓
Identifies personal learning needs, and plans and takes action to meet them	✓	✓
Role experience	Application	Interview
Essential		
Experience of preparing agendas and writing minutes for senior level executives	✓	✓
Experience of improving processes and systems in an office environment	✓	✓
Excellent written and oral communication skills	✓	✓
Takes the initiative in solving problems and looks ahead and takes action to avoid problems	✓	✓
Exercises tact and diplomacy when dealing with a broad mix of people	✓	✓
Communicates at all levels and across all disciplines with ease	✓	✓
Experience of working with colleagues across different locations and in different countries	✓	✓
Personal qualities	Application	Interview
Essential		
Enthusiastic, energetic and creative		✓
Ability to work on own initiative and part of team	✓	✓
Good networker, able to build relationships internally and externally	✓	✓
Excellent communication and organisational skills	✓	✓
Discreet and calm under pressure		✓
Interacts with staff and other professions with respect for difference and diversity		✓
Exercises integrity and judgment in dealing with privileged information or giving information or advice	✓	
Believes in the importance of leadership and management in delivering high quality healthcare		✓