



JOB DESCRIPTION

Job Title	PA to Operations Director	Department	Regional
Reporting To	Operations Director	Location	Home and Site Based

Line Manager and Budgetary Responsibilities

Direct reports: None
 Indirect reports: None
 Budget managed: None

Key working relationships

Internal: Executive Team, Regional SMT, Site Teams, Service Users
 External: Commissioners, Regulators, Family/Carers

Job Purpose

As a PA to an Operations Director and a member of the Regional Operations team, this role will focus on providing confidential and efficient administrative task driven support to the Operations Director. The role will involve multifaceted communication across both internal and external stakeholders and will involve working across a large region. This role requires discretion, efficiency, attention to detail, and the ability to multitask and prioritise in a fast-paced environment.

Key Responsibilities

Administrative Support: Provide comprehensive proactive administrative support to the Operations Director, ensuring smooth daily operations. This includes managing calendars, scheduling meetings, and organising travel arrangements.

Meeting Coordination: Organise and coordinate meetings, including preparing agendas, taking minutes, and following up on action items. Ensure that all necessary materials are prepared and distributed in advance.

Travel Coordination: Plan and coordinate travel arrangements, including accommodation, and itineraries. Ensure that all travel plans align with schedules and preferences.

Communication Management: Act as a liaison between the Operations Director and internal/external stakeholders. Manage incoming and outgoing communications, including emails, phone calls, and correspondence, ensuring timely responses.

Data Management: Maintain and organise confidential files and records, both physical and digital. Ensure that all data is accurate, up-to-date, and easily accessible.

Basic HR Processes: Managing basic HR processes, for the Operation Directors direct reports. E.g. JDs, objectives, appraisal documents, holiday dates.

Purchase Orders & Expenses: Raising, chasing and approving purchase orders in accordance with Elysium processes and delegations of authority.

Customer Service: Provide exceptional customer service to clients, partners, and colleagues. Address inquiries and resolve issues promptly, maintaining a positive company image.



Key Accountabilities

- Delivery of quality administrative support.
- Communicate with internal and external stakeholders, on behalf of the Operations Director.
- Ensuring timely submission of reports both internally and externally.
- Diary Management.
- Time optimisation, by completing work tasks that free up the Operations Director's time.
- Management of urgent queries/ matters in absence of Operations Director.
- Preparation of key documents for Operations Director.
- Organisation of meetings, venue bookings and accommodation bookings.
- Prepare meeting agendas and take minutes.
- Screen and prioritise emails, phone calls, and other communications.

Health, Safety and Security

Maintaining and promoting the health, safety and security of everyone in the organisation, or anyone who comes into contact with it, either directly or through the actions of the organisation.

- Follow organisational policies, procedures and risk assessments to keep self and others safe at work.
- Help keep a healthy, safe and secure workplace for everyone.
- Work in a way that reduces risks to health, safety and security.
- Know what to do in an emergency at work, knows how to get help and acts immediately to get help.
- Reports any issues at work that may put self or others at a health, safety or security risk.

Safeguarding Including Prevent

All employees have a responsibility for the safeguarding of patients and service users within Elysium Healthcare. Employees have a duty to attend the training provided by Elysium Healthcare regarding Safeguarding Adults, Safeguarding Children and Prevent. Employees must make themselves familiar with the types of abuse, the signs that abuse has taken place and the definition of a vulnerable adult. Employees will report all safeguarding incidents to their line manager and use the IRIS document to record all the required detailed information.

It is the responsibility of every person to:

- Take appropriate action where concerns are identified
- Act in a way that safeguards the wellbeing and interests of all service users, employees and visitors.
- Ensuring the confidentiality, security and accuracy of data, information and compliance with regulatory guidelines and statutory requirements.
- Support the delivery of evidence-based service user care and treatment. Ensuring that any relevant training is undertaken, and supervision is used appropriately.

Prevent is about supporting and protecting those people that might be susceptible to radicalisation, ensuring that individuals and communities have the resilience to resist violent extremism. Prevent aims to reduce the number of people becoming or supporting violent extremists and is part of the UK's counter-terrorism strategy. It is the responsibility of all staff to be aware of the risks of radicalisation, and to respond appropriately by reporting to their line manager if they have any concerns.

Diversity, Equality & Inclusion

It is the responsibility of every person to act in ways that support diversity, equality and inclusion.



Diversity, equality and Inclusion are related to the actions and responsibilities of everyone – users of services including patients, clients and carers; work colleagues; employees and people in other organisations.

- Acts in accordance with legislation, policies, procedures and good practice.
- Treats everyone with dignity and respect.
- Allows others to express their views even when different from one's own.
- Does not discriminate or offer a poor service because of others' differences or different viewpoints.

Our Values

It is the responsibility of every person to act in ways that support Elysium Healthcare's KITE values:

Kindness - Always act with kindness and empathy towards service users, staff, external professionals and visitors.

Integrity - Be open and honest, maintaining your integrity and supporting others to maintain theirs at all times.

Teamwork - Work harmoniously with your colleagues, support each other and encourage effective teamwork.

Excellence - Strive for and promote excellence in everything you do, with improving the service user experience at every opportunity.



Person Specification

All criteria are essential unless indicated as desirable (D).

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Please note: Applicants must demonstrate, in their application form, that they currently use the skills outlined below or have used them previously in employment, education, training, volunteering etc.

Knowledge and Skills

- Self-motivated with excellent communication and prioritisation skills.
- Comprehensive experience of using MS office , excel , power point.
- Excellent verbal and written communication skills.
- Experience of working independently to deadlines.
- Attention to detail, particularly evidenced through reporting and proofreading.

Experience

- Experience providing administrative support to Director level stakeholders. Healthcare experience would be desirable, but not essential.
- Experience managing multiple administrative tasks including diary commitments, travel and expenses, reporting and project responsibilities.
- Processing requests, such as annual leave, sickness, in line with organisational policies and utilising prescribed systems.
- Experience of managing highly confidential matters and basic HR processes.

Other Requirements

- Flexibility in working hours and location, as per contract of employment.
- Able to travel to a number of locations and to attend meetings outside normal working hours.

This Job Description and Person Specification reflect the duties of the post as they exist at this time and may be subject to changed based on the needs of the department programme. The post-holder may be required, from time to time, to undertake other duties commensurate with the salary and job role requirements.

Pre-employment checks will be required for the role.

To be completed by the Reward Team, after job evaluation has been completed

Job Title	PA to Operations Director
Grade	AAS041-U4-09
Job Family	