

Team Assistant to Director of Policy

Ref: TADP02/2018

Candidate Brief

February 2018

Overview

The Nuffield Trust is seeking to recruit a high calibre individual to the role of Team Assistant to Director of Policy. The successful candidate will be expected to provide comprehensive and confidential support to the Director of Policy and to the Policy team.

Background

The Nuffield Trust is an independent health charity. We aim to improve the quality of health care in the UK by providing evidence-based research and policy analysis and informing and generating debate.

Vision

We want to help achieve a high quality health and social care system that improves the health and care of people in the UK.

We set out to do this by:

- improving the evidence base that leads to better care by undertaking rigorous applied research and policy analysis.
- using our independence to provide expert commentary, analysis and scrutiny of policy and practice.
- bringing together policy-makers, practitioners and others to develop solutions to the challenges facing the health and social care system.
- being grounded in the practical implications of policy-making, working closely with NHS staff and policy-makers to identify solutions. Above all, we aim to be a trusted and respected voice at a time of unprecedented challenge to the NHS and social care system.

Values

In everything we do we strive to be:

- independent and free from vested interests.
- rigorous, robust and evidence-based in the work we undertake.
- relevant, supportive but also challenging when we need to be.
- open and engaging with all those we come into contact with.
- an organisation that makes a difference to the quality of policy-making and practice in the UK.

Current work programme

We have three core types of activity:

- **Public policy work** - analysis and commentary on major issues affecting health and social care.
- **Healthcare delivery** - in particular research into and analysis/evaluation of new models of care and the workforce and other supporting infrastructure required to deliver them.
- **System working** – including the performance of the health and social care system, trends in quality and identifying emerging trends.

Our work programme focuses on a number of key topic areas – all of which are crucial to the long-term sustainability of the system:

- NHS and social care reform;
- Quality of care;
- The NHS workforce;
- New models of health care delivery; and
- Older people and complex care

These areas are outlined in more detail in the Our Priorities section of the Trust's website (www.nuffieldtrust.org.uk/our-priorities).

However, our work programme is constantly evolving to keep pace with the changing policy environment and our assessment of where our skills and knowledge could make a real difference to policy and the lives of patients, the public and those who deliver health and care services. For example, we are currently developing a programme of work on children and young people, building on existing work by the Nuffield Trust.

Our organisation

The Nuffield Trust has 45 employees and an annual income of around £4m generated from our endowment and externally funded work. The organisation has four directorates that work closely and collaboratively to support the work of the Nuffield Trust.

The Policy and Research teams undertake a wide range of policy related research and analysis including related consultancy work. The two teams frequently work together on projects. The Policy team has particular expertise in the use of qualitative research methods. The Research team has particular expertise in the use of quantitative and economic research methods.

Our web site (www.nuffieldtrust.org.uk) contains details of the range and depth of our research, policy and commentary work.

JOB DESCRIPTION

The Team Assistant to Director of Policy is a key role within the Trust, providing comprehensive and confidential support to the Director of Policy and the team.

The candidate will have considerable experience of working as a PA/team administrator, excellent communication and interpersonal skills, an ability to manage conflicting priorities, work under pressure and meet tight deadlines. Attention to detail and a willingness to help troubleshoot/solve problems with minimal support will also be crucial.

This role requires the candidate to undertake the duties of a PA as well as providing project and general admin support to the Policy team.

PA and Administrative Duties

- Maintaining the diary of the Director of Policy, ensuring that all engagements and meetings are scheduled in, liaising as appropriate with internal and external colleagues and organisations.
- Preparing papers for Director of Policy – printing SMT meeting papers and relevant information for conferences and events.
- Drafting the agendas for monthly team and all-staff meetings and taking minutes and actions as required.
- Supporting the management of team finances: raising POs, logging invoices and expenses; monthly reconciliation of team credit card.
- Making UK and international travel and accommodation arrangements for the Director of Policy and the team, managing logistics and drafting itineraries.
- Arranging internal and external meetings for the Director of Policy and the team, including identifying suitable dates, delegate management, booking venues, setting up meeting rooms with required equipment, IT and catering and preparing documentation/circulation of papers.
- Setting up and maintaining administrative systems for the Policy team including electronic filing and research data storage systems, conforming to the Trust's policy on secure storage of personal and research data.
- Providing assistance for new starters within the Policy team: setting up induction meetings and liaising with the HR team
- Preparing tea and coffee for external meetings and providing occasional cover for other administrators within the Trust, including front of house.
- Assisting with the organisation of Policy team away days, the Trust's all staff away day and Christmas party.

Project Support

- Offering administrative support to ongoing projects e.g. contacting NHS staff/organisations for interviews and site visits, liaising with administrative and project leads at research sites.
- Supporting the management of workshops and events organised by the Policy team and the Trust, including: scoping meeting dates, sourcing venues and working within a budget, liaising with speakers and delegates, preparing sign-in sheets and name badges.
- Providing research support for projects and grant/bid applications e.g. sourcing information and statistics online; assisting in completion of grant application forms.
- Maintaining a database of potential funders and regularly identifying appropriate bids and grants.

Person specification:

The post-holder should, after reasonable training, be able to work on their own initiative to a high standard of accuracy and reliability. The post-holder should support the ethos of the Nuffield Trust and uphold its commitment to equality regardless of gender, race, religion, disability or sexual orientation.

Essential requirements:

- Minimum of 5 years' administrative experience as a team assistant or PA to a director or senior executive.
- Excellent interpersonal and communication skills (both written and oral) with the ability to liaise with individuals at all levels in a complex environment and with a wide range of internal and external stakeholders.
- Experience of working within a complex work environment that requires extensive communication with a range of internal staff and external organisations.
- Excellent IT skills with experience of MS Word, Excel, Powerpoint and Outlook with the ability to produce documents including reports and correspondence of a high quality.
- Ability to draft emails and letters to a range of stakeholders (e.g. clinicians, patients and public volunteers, senior leaders etc); accurate spelling, grammar, and a close attention to detail are essential; ability to proof materials for sense and accuracy to ensure outputs are of the highest quality.
- Highly developed organisational and planning skills to manage a diverse portfolio of responsibilities; ability to prioritise workload, organise oneself and others, including complex diary management.
- A flexible approach to work, with the ability to adapt to changing priorities and demands, including willingness to work outside normal office hours on occasion when required.
- An ability to work independently using initiative to pre-empt problems and identify creative solutions.
- This post may, on occasion, require the post-holder to work in external locations such as

conference and seminar venues elsewhere in London and the UK. This may entail some working outside of normal office hours, and travel to and from such locations.

- Resilient, efficient and calm when working under pressure on a variety of tasks simultaneously, to tight deadlines.
- An interest in and knowledge of the key issues affecting health and social care services in the UK and in the wider work of the Trust.
- The nature of the duties means that discretion and confidentiality are essential.

Desirable requirements:

- Educated to degree level.
- Experience of working in a health service or third sector (charitable) organisation.

This job description covers the major tasks to be carried out with the level of responsibility which the post holder will work and may be revised and changed from time to time.

HEALTH AND SAFETY

Employees of the Trust are required to be aware of, and observe fully, the employee duties under the Health and Safety at Work Act and to observe all Nuffield Trust policies related to health and safety and risk management.

DATA PROTECTION

Your attention is drawn to the confidential nature of this post. Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the Data Protection Legislation or an action for civil damages under the same Legislation in addition to any disciplinary action taken by the Trust which might include dismissal.

This job description covers the major tasks to be carried out with the level of responsibility which the post-holder will work and may be revised and changed from time to time.

TERMS OF APPOINTMENT

This is a full-time permanent position and is based in London. The salary scale is between £26,000 - £29,000 per annum dependent on the background and experience of the chosen candidate.

The offer of employment will be subject to receipt of two satisfactory references and evidence of right to work in the United Kingdom.

BENEFITS

Employees of the Nuffield Trust are automatically enrolled in a defined contribution pension scheme 3 months from the commencement of employment. Employees are required to contribute a minimum of 4 per cent of their salary and the Nuffield Trust contributes 14 per cent. Death in service and incapacity insurance is also provided by the Nuffield Trust.

Annual leave is 28 days per year (pro rata for part-time positions), three days of which must be taken between Christmas and New Year when the office is closed. This rises to 30 days per year (pro rata for

part-time positions) on completion of five years' service.

A range of other benefits are available after successful completion of the probation period, including an interest free travel loan.

The Trust encourages personal development and training for all its employees and a personal development programme will be established for the successful candidate.

APPLICATION AND SELECTION PROCESS

Candidates wishing to apply should submit a detailed CV and complete the Application Form and Recruitment Monitoring Form, returning them to:

Recruitment, Nuffield Trust, 59 New Cavendish Street, London, W1G 7LP, or email:
recruitment@nuffieldtrust.org.uk

Telephone number (enquiries): Helen McCarthy 020 7631 8450.

The closing date for applications is noon on Monday, 26 February 2018.

Shortlisted candidates will be invited for interview in London on Wednesday, 7 March 2018.

Please note that due to the expected high number of applicants if you have not heard back from us within 2 weeks of the closing date, your application has been unsuccessful.