

Isle of Man
Public Service
Careers



Personal Secretary

Mental Health Management Team

Job Information



Job Description

Job Title:	Personal Secretary to Mental Health Management Team
Grade:	Personal Secretary
Division:	Manx Care – Integrated Mental Health Services
Responsible to:	Operational Support Manager (tba)

Overview

Manx Care provides health and social care services to the people of the Isle of Man across four service areas – Mental Health, Community Health, Public Health and Adult Social Care.

CARE

In Manx Care we pride ourselves on being committed, appreciative, respectful and excellent. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

Job Purpose

The main purpose of this post is to provide a full range of secretarial and administrative support to the Mental Health Management Team. This will include prioritising and managing workflows, overseeing the administration of papers and taking minutes at complex meetings. The role also includes support in relation to finance processes and budget monitoring, and will at times involve staffing matters and management of on-call rotas.

Duties and Responsibilities

Administrative Support

- ♥ Working alongside the Personal Secretary to the General Manager, will provide organisational and administrative support to the Mental Health Service Management Team undertaking a wide spectrum of tasks as delegated ensuring completion with targets and deadlines. This may, at times, extend to the wider service to support the Operational Manager's for each Mental Health area i.e.
 - Community Wellbeing Service
 - Child & Adolescent Mental Health Services
 - Drug & Alcohol Team

- Older Persons Mental Health Service
 - Community Mental Health Service for Adults
 - Acute Inpatient and Crisis Team
- Management of the electronic diary for accurately recording diary information and ensuring that all paperwork for meetings is collated and available in a timely manner.
 - Maintain electronic and other incoming correspondence for the Team categorising emails for attention and responding to routine matters where appropriate.
 - Deal competently and confidentially with sensitive information and have due regard for GDPR and Caldicott principles.
 - Develop and maintain effective and innovative communication networks with and between Service Managers fostering a team working approach.
 - Alongside the Personal secretary to General Manager, act as point of contact for service providers, including off-island providers. This will at times involve liaising directly with Managers, Commissioning Teams and CEO's of large organisations.
 - Assist the Personal Secretary to the General Manager with the preparation of timely, effective reports, including gathering and collating information for Freedom of Information requests and Tynwald questions.
 - Provide 'cross cover' for the Personal Secretary to the General Manager during periods of annual leave etc.

Agendas, Minutes and Meetings

- Provide accurate, effective and consistent minutes for a wide range of frequent business meetings across the Mental Health Service function as requested by the General Manager. The post holder will be required to arrange and co-ordinate these meetings and ensure relevant documentation is circulated to attendees in good time ahead of the meetings. On occasions, these meetings may be at Committee and/or Board level.

Finance

- Process invoices as required and maintain a financial record by applying regulations and calculations; including checking and verifying accounts, claims and returns for approval and signature by delegated officers. Hold financial delegation to sign off invoices and purchase orders up to £2000.
- Keep accurate, up to date financial information and projected expenditure regarding patients who have been placed in off Island placements and those who are subject to Section 115 Aftercare; monitoring funding budgets and reporting to senior management when required.
- Hold a purchase card and make payments via purchase card as required, reconciling all purchases monthly and maintaining correct records for all purchases made by purchase card.

Arranging Travel for Out of Area Treatments

- Liaise with Patient Transfers and Care Co-ordinators as required regarding travel arrangements and booking details for travel to and from the UK.
- Processing relative travel related expense claims and payment and recording details of same.

General Administration Duties

- Ordering of stationary, paper and any other office equipment (e.g. furniture/ IT equipment) as required.
- Any other duties within the scope and purpose of the role as requested by the Operational Support Manager and General Manager.
- Keep abreast of new developments and system upgrades

Health & Safety

- Ensure that a safe working environment is maintained at all times, and be proactive in reporting any identified Health & Safety issues

Training & Development

- Identify own training and personal development needs in partnership with the Line Manager and in conjunction with the Performance and Development Review Scheme

Competencies

All Manx Care staff are expected to recognise that the everyday business of the Department requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business of the office and outside of the office.

As a member of Manx Care, the role holder represents the Department in a wide range of business settings, forums, committees and officer level working groups. It is expected that they will be a committed ambassador of the Division and the work that it seeks to achieve.

The job holder reports to the Business Support Manager

The Business Support Manager, as Line Manager is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Performance & Development Review Scheme. Project Support Officer.

The Reporting Officer, the will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- Personal Delivery Plan and a Personal Development Plan is agreed with the job holder;
- Review and assessment of the job holder's performance and competency/behaviours is made, and;
- Performance and Development Review meetings are conducted.

Performance management and improvement

All Civil Servants have a personal responsibility for performance management. The job holder will be expected to contribute to their annual performance and development review and all interim performance reviews.

General Scope

This job description is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This job description will be reviewed as necessary to reflect future requirements

Health & Safety

The role holder is responsible for his/her own health and safety and the impact of his/her actions on others. The role holder will be responsible for identifying any possible risks or near misses to a responsible manager and or the Health & Safety Review Group.

Management Authorities

The delegation of Management Authority for the roles within the Department of Health and Social Care has been granted by the Chief Officer as follows:

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All 'Reporting Officers/ Line Managers/Supervisors

Civil Service	Authority of the Post Holder
Disciplinary Procedure	Penalties up to and including First Written Warning
	Appeals up to First Written Warning
Capability Procedure	Up to Stage 2/ formal warning stage
Grievance Procedure	Up to Stage 1

All Countersigning Officers' Middle Managers

Civil Service	Authority of the Post Holder
Disciplinary Procedure	Up to Final Written Warning
	Appeals up to Final Written Warning
Capability Procedure	Up to Stage 2/ Formal Warning Stage
Grievance Procedure	Up to Stage 2

All Senior Managers (Senior Executive Officer or equivalent)

Civil Service	Authority of the Post Holder
Disciplinary Procedure	To hear cases involving alleged gross misconduct
	Dismissal
	Suspension
	Up to Final Written Warning
	Appeals up to Final Written Warning
Capability Procedure	Up to Stage 3 – Dismissal
Grievance Procedure	UP to Stage 3

Competency Levels For This Post Are:

Leading and Working Together	Level C
Communicating and Influencing	Level B
Achieving Results	Level B
Delivering a Quality Service	Level B
Changing and Learning	Level B
Showing Commitment and Resilience	Level B



**Isle of Man Civil Service
Person Specification**

Job Title:	Personal Secretary
Department:	Health and Social Care
Division:	Community Care – Mental Health Service
Grade:	Personal Secretary

Attributes	Essential (E) or Desirable (D)	Method of Assessment
Credibility <ul style="list-style-type: none"> • GCSE English Language at Grade C above or equivalent • Hold an acceptable external qualification in Text Processing and Audio Transcription (e.g. RSA III Text Processing Part 1 with distinction and RSA III Audio Transcription Part 2 with pass) or have passed the Civil Service Typewriting Grading and Audio Grading Test 	<p>D</p> <p>E</p>	<p>CV/ Application</p> <p>CV/ Application</p>
Capability <ul style="list-style-type: none"> • Relevant experience of duties in the Secretary grade description (relevant experience outside of the Civil Service can be accepted) • Experience in meeting the demands of a busy office environment and meeting tight deadlines • Knowledge of confidentiality and data security, and an awareness of GDPR • Knowledge of Government Financial Regulations • Ability to work on own initiative and proactively deal with queries/issues • Ability to communicate clearly and concisely with people at all levels, representatives of outside agencies and members of the public with tact and confidence • Good IT skills; experience of using Microsoft Packages and working with databases 	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>

<ul style="list-style-type: none"> Experience of formal minute taking at long, complex, specialist meetings 	E	Application/Interview
Character <ul style="list-style-type: none"> Attention to detail and ability to work accurately with minimal supervision Ability to maintain confidentiality and discretion Friendly and confident approach Reliable and self-motivated with flexible approach Good organisational and time management skills and meeting deadlines Ability to remain calm under pressure - handles routine interruptions and changes to priorities with ease 	E E E E E E	Interview Interview Interview Interview Interview Interview
CARE <ul style="list-style-type: none"> Excellent interpersonal skills, respectful and professional approach with colleagues and customers Innovative and embraces change Conscientious and proactive approach to achieve and maintain excellent standards 	E E E	Interview Interview Interview
Circumstances and Interests <ul style="list-style-type: none"> Isle of Man worker Satisfactory DBS Check 	D E	Application Pre-employment checks