



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job Title: Personal Assistant

Department: Chief Executive & General Secretary, President and Chair's Private Office

Reports to: Executive Assistant

Key relationships:

Chief Executive & General Secretary
Chief of Staff
Executive Team members and their support staff
President, Deputy President
Chair of Council, Vice Chair of Council
RCN Council and Committee members
Governance Administrators & Governance Secretariat team
Finance partners
Country & Regional Offices
Events, AV, Conference Services & Estates teams
Professional Leads & Project Co-ordinators
Communications
Royal Household
Political Parties
All key stakeholders

Hours: 21 hours per week
(Required to work flexibly to meet the requirements of the job. Occasional travel within the UK with occasional overnight stays and extended days required to fulfil the duties of the post)

Grade:

London Weighting: As applicable

Location: RCN HQ with hybrid working

JOB PURPOSE

The Personal Assistant will provide a high level, confidential and professional support service within the General Secretary & Chief Executive, President, Deputy President and Chair's and Vice Chair private office through the provision of efficient and effective secretarial and administrative duties.

The Personal Assistant will assist in the management of business, strategy and delivery of objectives whilst ensuring that all activities reflect the strategic direction and consistency with the RCN Strategic plan.

The role allows for cohesive planning across the RCN leadership teams and roles.

KEY RESPONSIBILITIES

1. Management responsibilities

- 1.1 Develop and manage processes and office systems to ensure a comprehensive and effective electronic and manual system. Manage the five plus inboxes by sorting, prioritising and acknowledging.
- 1.2 Develop and continually monitor, develop and improve the quality and effectiveness of systems and processes to ensure appropriate and effective management of the private office.
- 1.3 Manage the private office ensuring timeframes are in place highlighting deadlines, invitations, information requests etc
- 1.4 Working with the wider Executive Assistant team to support the development of appropriate management and governance systems.
- 1.5 Understand and support the private office to deliver on key business objectives and outcomes.
- 1.6 Responsibility for the President, Deputy Presidents and Chair of Council chains of office, ensuring engraving and security protocols are always met.

2. Projects

- 2.1 Undertake and coordinate relevant research and project work at the request of the General Secretary & Chief Executive, President's Office and Chair of Councils' office.
- 2.2 Effectively manage the private executive office's intranet pages

3. Financial responsibilities

- 3.1 Manage and process all departmental orders and invoices within the private office. Be responsible for ensuring all payments are compliant and within budget.
- 3.2 Complete and submit expenses on behalf of the General Secretary & Chief Executive, President & Deputy President, Chair & Vice Chair of Council
- 3.3 Effectively manage the President's and Chair of Council departmental budgets, including setting and phasing in order to brief the General Secretary & Chief Executive.
- 3.4 Liaise with finance department in ensuring foreign currency is ordered for all international trips

4. Specific role responsibilities

- 4.1 Develop and maintain high level confidential, complex and sensitive secretarial and administrative support service within the General Secretary & Chief Executive, President's and Chair's private office.
- 4.2 Manage and organise all private offices RCN diaries, taking decisions while assessing problems, solutions and priorities.
- 4.3 Support the General Secretary & Chief Executive, President & Deputy President and Chair and Vice Chair of Council office so they are fully briefed and prepared with all relevant documentation for meetings, events and international trips after liaising with RCN internal staff and external stakeholders
- 4.4 Attend meetings with and/or on behalf of General Secretary & Chief Executive, President's office and Chair of Council office to represent, take and prepare minutes.
- 4.5 Deputise as the private office complaints administrator when necessary.
- 4.6 Manage all correspondence within the office including, post and all outlook inboxes, sending acknowledgements and drafting responses. Store and destroy confidential information safely following data protection and in accordance with GDPR.
- 4.7 Draft a range of documents to an exceptional high standard on behalf of the General Secretary & Chief Executive, President, Deputy President and Chair's and Vice Chair private office.

- 4.8 Plan and make all arrangements of travel and accommodation and prepare detailed itineraries .Plan and book travel and accommodation using an online booking system.
- 4.9 Represent the private office on all necessary internal work groups.
- 4.10 To act as contact point for the Private office about any aspect of the roles and respond appropriately, ensuring confidentiality on sensitive issues is always maintained.
- 4.11 Organise the private office administrative arrangements for RCN Congress and the Annual General Meeting (AGM), attending both as required.
- 4.12 Act as an ambassador for the RCN managing the office's internal and external relationships and ensuring all communication and correspondence are dealt to the highest standard and in a confidential manner.
- 4.13 Handle all sensitive and confidential information with the utmost of discretion and ensure the correct handling of confidential records and information, in compliance with GDPR

5. Additional responsibilities

- 5.1 Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.
- 5.2 Champion equality, diversity, inclusion and human rights and be responsible for contributing to achieving the commitments set out in the RCN Group Equality, diversity and inclusion statement.
- 5.3 Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is protected at all times.
- 5.4 Maximise all opportunities available to encourage member recruitment and promote the benefits of joining the RCN. Promote the RCN as the organisation that represents nurses and nursing, and that promotes excellent in practice and shapes health policies.
- 5.5 Undertake any other duties as requested in line with the job role.

Job description updated by:
Danielle Boyle, Executive Assistant & Business Manager
February 2025