

## Role and Specification

<b>Job title:</b>	Administrative Assistant
<b>Rate:</b>	From £19,300 p.a. pro rata
<b>Hours:</b>	Full Time (Part time considered)
<b>Accountable to:</b>	Product & Partnerships Lead
<b>Location:</b>	AberInnovation, Aberystwyth

## Background

Yma is a not for profit, social enterprise based in Aberystwyth that exists to create possibilities for exceptional care for the people of Wales now, and for future generations.

### We are committed to

- the **person**, encouraging and enabling integrated care, designed and delivered around the needs of the citizen;
- the **practice** that meets the needs of communities; and
- the **environment** that the health and care system operates within.

### We will achieve our purpose by:

- **Listening:** we listen to what matters to the people working in health and care in Wales. We do this by seeking out their views and needs in our everyday interactions and through hosted conversations. We use this information to shape our own priorities as an organisation and to inform the decisions of others in the system.
- **Co-creating:** we work with people to co-create value propositions from the ideas that they have for doing things differently. We do this by guiding the thinking around innovation and change and providing logistical and administrative support to drive rapid progress from idea to proposal. We aim to connect funding sources with teams who wish to push forward with new ideas or to encourage coherence across health and care in Wales.
- **Delivering:** we stand side by side with people working in our health and care system to deliver programmes of change in practice and organise care in a way that meets the needs of our citizens. We do this through our project management and service delivery capabilities.
- **Sharing:** We aim to share everything we hear and learn and encourage others in the system to do the same. We connect people across the

system to share stories and experiences with the aim of creating curiosity and a culture of possibility.

### Our focus in 2022/23 is on

- Developing **partnerships** with organisations that offer market leading solutions to the problems facing health and care system
- Supporting the transformation of **primary care clusters** and professional collaboratives
- Learning how to bring our capability and capacity to clinical **pathway** design and delivery, where there are gaps in personalised care and potential for bring care closer to home.

## The role

### Principle Duties and Responsibilities

You will:

- provide administrative support to the Yma team including:
  - Acting as the first point of contact for the organisation, dealing directly with queries where possible and redirecting to the appropriate team member where necessary
  - Organising and participating in internal and external events, including the production of any materials before, during and after the sessions (e.g. briefing papers, formal minutes and action points)
  - Implementing effective and efficient office management processes including document storage and filing, contact databases, Microsoft Teams groups and tracking team tasks and priorities
  - Administration of the Yma website ensuring content is current and accurate.
  - Support for the Managing Director including diary management, invoicing and administrative functions for the Board of Company Directors and Strategic Advisory Board
- Model and promote a team culture of excellent customer service, accountability, continual learning and individual and team responsibility where live feedback and courageous conversations are the norm
- Ensure all activities are compliant with data protection legislation, local policies in place and where required, maintain confidentiality.
- Other duties as reasonably required

## Essential Skills, Experience and Attributes

- Working towards or educated to degree level and / or a minimum of 3 years equivalent experience working in an administrative role
- Experience of working with people at all levels
- Excellent communication skills, both written and verbal including the ability to communicate with individuals at all levels
- Ability to write plain language and translate complex text / issues into clear language
- Excellent literacy, numeracy, analytical and interpretive skills
- Highly developed organisational skills, be able to see tasks through to completion with a high degree of accuracy and attention to detail.
- Ability to progress a range of competing tasks and achieve deadlines
- Display an adaptable and flexible work ethic to meet the changing demands of the business.
- Good team worker combined with ability to work on own initiative.
- Ability to maintain good working relationships both internally and externally
- Self-motivated and able to work with minimum supervision
- Ability to handle difficult issues with sensitivity, tact, and diplomacy
- Advanced computer literacy with knowledge of Microsoft software packages including Word, Excel, PowerPoint and Outlook essential.

## Agreement

This job description will be reviewed as necessary and may be amended to meet the changing needs of Yma. It will also be used as the basis to set performance standards and/or objectives and the contents will be used as part of annual appraisals.

This job description has been agreed between the post holder and Yma.

Employees Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

Peer Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

<b>Author (name and job title):</b>	Rhys Jones, Product & Partnerships Lead
<b>Date JD agreed:</b>	11 <sup>th</sup> May 2022
<b>Brief description of reason for review (if applicable)</b>	First draft
<b>Version number</b>	1