

Job title	Head of the Chief Executive's Office
Salary	£43,474 - £51,218 Band 8a (NHS equivalent)
Hours	Full time (37.5 hours per week)
Location	Magog Court, Shelford Bottom, Cambridge
Accountable to	Chief Executive Officer
Term	12 months (fixed term)

## ABOUT EASTERN AHSN

The Eastern Academic Health Science Network (Eastern AHSN) is one of 15 Academic Health Science Networks (AHSNs) set up and funded by the NHS to spread innovation at pace and scale that will improve health and care and generate economic growth.

The Eastern AHSN is a trusted networker, broker and change agent that brings together the NHS, industry and clinical innovators, academics and scientists, local government and the third sector. Focusing on the unmet health needs of people in the Eastern region, we work in partnership to identify, co-develop, adopt and spread new proven technology and transform services to improve health outcomes for all.

## PURPOSE OF THE ROLE

Eastern AHSN is looking to recruit an intelligent, pro-active and client-centric Head of the CEO's Office to support the CEO in all aspects of his working life as his 'right-hand person', acting for him in both internal and external projects and gaining full exposure to all areas of the business.

Reporting directly to the CEO, the Head of the CEO's Office will provide executive support in a one-on-one working relationship and will serve as the primary point of contact for internal and external constituencies on all matters pertaining to the CEO's Office.

Our CEO has a number of national responsibilities as Vice-Chair of the national AHSN Network, as well as his role running Eastern AHSN. This is therefore a critical role in supporting the CEO to achieve success across a diverse portfolio. It presents an excellent opportunity for the right person to gain exposure to some of the most exciting areas of healthcare and policy.

The Head of the CEO's office will support a number of strategic initiatives across commercial and business development activities, including engagement with the national AHSN Network and with industry, academic and research institutions and other strategic partners, as prioritised by the CEO. This will also involve attending some external client meetings with the CEO, and also working with the senior

management team to follow up on any resulting actions. The Head of the CEO's Office will also provide day-to-day administrative support including CEO diary management, triaging of emails, organisation of meetings, minute taking, support for executive reports and presentations and research. The Head of the CEO's Office is expected to act proactively and without much supervision, anticipating needs and following through. The role would suit a bright, capable person with 3-5 years' experience in consulting and/or healthcare and scientific policy or who is currently undertaking or recently finished an MBA. It could also provide an excellent first move for a clinician looking to move into a non-clinical career.

## KEY RESPONSIBILITIES

This role provides a fantastic opportunity for a creative individual who enjoys working within a small, entrepreneurial environment that is mission-driven, results-driven and stakeholder-oriented. The ideal individual will have the ability to exercise good judgment in a variety of situations, with strong written and verbal communication, administrative, and organisational skills, and the ability to maintain a realistic balance among multiple priorities. They will have the ability to work independently on projects, from conception to completion, and must be able to work under pressure at times to handle a wide variety of activities and confidential matters with discretion. The post holder will be flexible in terms of growing this role to accommodate the needs of the business.

### A. Executive support to the CEO

- Provides a range of support to the CEO, including aspects of deliverables (including presentations, proposals for external work, follow-ups to external and national stakeholders) which facilitate the CEO's ability to lead the company effectively;
- Completes a broad variety of administrative tasks for the CEO including: extensive and complex diary management, requiring a high level of interaction with both internal and external stakeholders, triaging and answering relevant email enquiries for the CEO – managing responses promptly and efficiently;; composing and preparing correspondence that is sometimes confidential; arranging complex and detailed travel plans, itineraries, and agendas; and compiling documents for travel-related meetings. Plans, coordinates and ensures the CEO's schedule is followed and respected. Provides "gatekeeper" and "gateway" role, creating win-win situations for direct access to the CEO's time.
- Communicates directly, and on behalf of the CEO, with Board members, stakeholders, staff and others, on matters related to the CEO's initiatives.
- Researches, prioritizes, and follows up on incoming issues and concerns addressed to the CEO, including those of a sensitive or confidential nature. Determines an appropriate course of action, referral, or response.
- Provides a bridge for smooth communication between the CEO's office and internal departments; demonstrating leadership to maintain credibility, trust and support with senior management staff and cascading of appropriate messages through the rest of the organisation

- Works closely and effectively with the CEO to keep him well informed of upcoming commitments and responsibilities, following up appropriately. Acts as a "barometer," having a sense for the issues taking place in the environment and keeping the CEO updated.
- Provides leadership to build relationships crucial to the success of the organisation and manages a variety of special projects for the CEO, some of which may have organisational impact.
- Successfully completes critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters, personal correspondence, and other tasks that
- Prioritises conflicting needs; handles matters expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures.
- Managing relationships with a wide range of stakeholders including the AHSN Network, NHS stakeholders, industry and academia
- Producing documents, briefing papers, reports and presentations for the CEO, ensuring pre-reading materials are available where required.
- Discreetly handling confidential and sensitive matters. Ensuring the confidentiality and integrity of all information in accordance with the Data Protection Act / GDPR and other relevant legislation and codes of practice.
- Working with CEO on strategic projects and provide administrative support to ensure all project timelines are met.
- Writing of documents such as strategic proposals for the presentation to commercial partners.

## **B. Senior Management Liaison**

- Participates as an adjunct member of the Eastern Senior Management Team, including assisting in scheduling meetings and attending all meetings
- Assists in coordinating the agenda of senior management team meetings and off-sites, and all staff meetings including timely circulation and distribution of agendas, minutes and papers and taking minutes and supporting meetings on-site.

## **C. Corporate duties:**

- Contribute to the formation and delivery of strategic objectives as an adjunct member of the Eastern AHSN Senior Management Team.
- Support the Chair and the CEO in creating an environment that values risk management and promotes the highest standards of health and safety for Eastern AHSN's employees, supported by policies and procedures as appropriate
- Support the CEO in facilitating and ensuring compliance with the current data protection laws and company data protection policy and procedures
- Support the CEO in facilitating and managing team building, developing a collaborative working environment and a culture of innovation and positive leadership, participating in the appraisal process, as required

- Promote Equal Opportunities and affirm that staff, colleagues, patients and others who encounter Eastern AHSN are afforded equality of treatment and opportunities.
- Support the CEO in ensuring that an effective and appropriate Equality and Diversity policy is maintained for Eastern AHSN. All staff will be required to observe Eastern AHSN's Equality and Diversity policy in every aspect of their work. They must avoid any behaviour which discriminates against colleagues, potential employees, patients or clients on any grounds

Given the ongoing changes within the NHS and the developing agenda of the Academic Health Science Networks, this job description provides an overview only of the key initial requirements of the post. The post holder will be required to commit to flexibility and responsiveness, as the requirements of the post are certain to change over time.

## PERSON SPECIFICATION

COMPETENCE	ESSENTIAL REQUIREMENTS	DESIRABLE
Qualifications and experience	<ul style="list-style-type: none"> <li>• Degree or equivalent experience</li> <li>• Proven track record with at least three years' experience supporting C-Level Executives or proven experience of supporting business development activities, preferably in the life sciences and/or other relevant technology sector</li> <li>• Demonstrated experience in stakeholder engagement</li> <li>• Experience of preparing business cases, strategies and other project / programme management documents</li> </ul>	<ul style="list-style-type: none"> <li>• MBA qualification (or currently undertaking)</li> <li>• A good personal network in the innovation landscape</li> </ul>
Knowledge and Understanding	<ul style="list-style-type: none"> <li>• Knowledge and understanding of the life science sector and the opportunities of collaboration for the NHS</li> <li>• Awareness of strategic challenges facing the NHS</li> <li>• Understanding of innovation and change science, evidence and practice</li> <li>• Experience of working in projects to deliver innovation in a commercial environment</li> </ul>	<ul style="list-style-type: none"> <li>• A working knowledge of Eastern region</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Ability to work with senior managers, clinicians and other health and care professionals</li> <li>• Ability to think analytically and to interrogate data to develop a sound evidence base</li> </ul>	<ul style="list-style-type: none"> <li>• Car driver</li> </ul>

	<ul style="list-style-type: none"> <li>• Excellent written communication skills; able to write clearly and concisely, producing reports and business cases</li> <li>• Excellent oral communication, presentation and negotiating skills and is confident presenting to large groups and is able to handle challenge from senior specialist professionals</li> <li>• Ability to prioritise, work to, and set deadlines and function effectively under pressure with competing demands</li> <li>• Highly proficient in Microsoft Office (Outlook, Word, Excel, and Power Point), Adobe Acrobat, and Social Media web platforms.</li> </ul>	
Disposition/ Aptitude	<ul style="list-style-type: none"> <li>• Highly motivated, self-starting and results oriented individual with a good understanding of commercial issues and/or the issue and the ability to learn on the job</li> <li>• Forward looking thinker, who actively seeks opportunities and proposes solutions</li> <li>• Willing to encourage and drive innovation, win support to new initiatives by reconciling conflicts and applying rational thinking</li> <li>• Comfortable working autonomously with little supervision or as a team member as required</li> <li>• Ability to set high standards for self and others to deliver service priorities</li> <li>• Ability to maintain credibility of self and the team</li> <li>• Has exceptional emotional intelligence and the ability to read a room to navigate sensitive discussion</li> <li>• Willing to travel within the Eastern region</li> </ul>	