



The Health Services Authority is responsible for the provision and administration of primary and secondary levels of healthcare services and public health functions for residents of the three Cayman Islands through a 127-bed hospital on Grand Cayman, a 18-bed hospital in Cayman Brac, satellite outpatient clinic in Little Cayman and four District Health Centers on Grand Cayman offering the most comprehensive range of inpatient and outpatient services in a single health system in the Cayman Islands.

We invite applications for the following positions:

PERSONAL ASSISTANT

Chief Executive Officer

Salary range: CI\$58,380 – CI\$78,516 per annum

Personal Assistant plays an essential role in the smooth operation of the CEO's office. The post holder will be required to be flexible and to take on new tasks on short notice. The primary function of this job is to provide full administrative and secretarial management support to the CEO with due regard for the sensitive nature of information that flows through the office. All work will be handled in the most confidential terms.

Primary Responsibilities: The successful candidate will provide high-level administrative and executive support to the CEO and Deputy CEO, ensuring the smooth and efficient operation of their offices. Key responsibilities include managing complex calendars, coordinating meetings, travel and events, preparing agendas and minutes, drafting correspondence and reports, and serving as a primary liaison with senior management, government entities, and external stakeholders. The role requires strong organizational skills, discretion, and sound judgment in handling confidential matters within a fast-paced environment. The candidate will support Board and leadership reporting, assist with HR and financial administrative processes, coordinate strategic initiatives and events, manage office systems and logistics, and respond to stakeholder and patient inquiries while maintaining effective working relationships across the organization. The candidate anticipates the needs of the CEO and Deputy CEO, manage competing priorities effectively, and contribute to continuous improvement of office operations while maintaining strong working relationships across all levels of the organization.

Qualifications and Experience: The successful candidate must have a Bachelor's Degree in Business Administration or related field; a diploma in Secretarial Studies or a similar qualification with at least 5 years' administrative experience. Must possess excellent secretarial skills and be adept at taking comprehensive minutes for executive-level meetings. at an executive level. The candidate should be knowledgeable of Microsoft Office Suite including the ability to draft presentations and reports monthly. The candidate must be capable of multitasking effectively while meeting tight deadlines. The candidate should be able to multitasking efficiently in meeting tight deadlines. Previous work experience in a health care setting is preferred, with knowledge of hospital and medical terminology. Postholder will be required to be tactful, discreet, maintain strict confidentiality and remain calm in stressful situations; must be able to deal effectively with difficult customers/patients when necessary.

A remuneration and benefits package, commensurate with experience and qualifications will be offered to the successful candidate.

NOTE: Incomplete applications will not be considered. All applicants must complete and submit an HSA Application Form via e-mail to hsa.jobs@hsa.ky using pdf format. Log on to our website at www.hsa.ky to access Application Form and Job Description.

Deadline for post: March 22, 2026

Job Description

Job title	<i>Personal Assistant</i>	Job Holder	
Reports to	<i>Chief Executive Officer</i>	Section	<i>Administration</i>

Background Information

The Cayman Islands Health Services Authority (“HSA”) provides and administers health care services and public health functions for residents of the Cayman Islands in accordance with the National Strategic Plan for Health.

Services are delivered primarily through the 127-beds at the Cayman Islands Hospital (the country’s principal health care facility), and the 18-beds at the Faith Hospital on Cayman Brac. Ancillary services are offered at district health centres, and clinics for dental and ophthalmologic care. Residents of Little Cayman can access care through the island’s clinic which is a purpose-built facility.

The post holder carries out the duties of Personal Assistant to the CEO and when required assists and provides administrative services to other senior management.

Job purpose

Personal Assistant plays an essential role in the smooth operation of the CEO’s office. The post holder will be required to be flexible and to take on new tasks on short notice. The primary function of this job is to provide full administrative and secretarial management support to the CEO with due regard for the sensitive nature of information that flows through the office. All work will be handled in the most confidential terms.

Dimensions

- a) Postholder does not supervise any other staff but will act in a supervisory capacity if required to do so.
- b) Postholder has no budgetary responsibilities.
- c) Postholder is responsible for following-up on directives issued by the CEO and communicating effectively with all levels of Health Services personnel, Ministry personnel and external agencies and individuals.

Duties and responsibilities

- Provide a full range of administrative and executive support to the CEO, Deputy CEO and Board members, i.e. calendar management, respond to inquiries, and liaise with relevant internal and external individuals and groups and with government ministries and departments.
- Prepare a variety of high-quality written agreements, memos, letters, and other documents. Prioritizes and organizes all mail for necessary action and reply to routine correspondence when necessary.

- Arranges for meetings and conferences, including preparing agendas and minutes for same and making the necessary business travel arrangements. Prepares, edits and distributes itineraries, letters, and memos and keep track of RSVPs for events and meetings making sure that things are not overlooked by the CEO and Deputy CEO.
- Manages, plans and organizes the CEO's fast-changing calendar. This requires the post holder to anticipate needs, offer practical solutions and have excellent organizational and self-management skills.
- Organizes and prepare for all meetings and appointments including confirmation of venue, preparation of agenda and all relevant documents, recording and production of notes and/or minutes and dissemination to attendees as required.
- Serves as central liaison with department managers to help ensure a manageable flow of work and communications. Knowledge of organizational structure and operations of the organization to maintain communication with all levels of staff.
- Maintains communication with select outside parties on behalf of CEO and Deputy CEO, including suppliers, the Ministry, other agencies of government, business contacts, etc.
- Monitors progress of various projects approved by the SMT, providing verbal/written interim reports as needed; ensure projects meet deadlines.
- Maintains accurate manual and electronic filing systems to ensure fast, efficient storage and retrieval of information and documents.
- Ensures adequate stock of office supplies other materials needed for administration of CEO activities as needed.
- Maintains open and professional communication with the Chief Officer and Minister of Health on behalf of the CEO, and act as liaison with various members of the Legislative Assembly and the Cabinet.
- Gathers information from senior managers to prepare monthly Board Report for submission to the HSA Board, monthly HOD Report for submission to the Ministry of Health and SMT Watchlists.
- Addresses patient complaints/ queries as needed.
- Actively participates in hurricane/disaster preparedness and actual events.
- Meets and greets visitors at all levels of seniority and represent CEO and Deputy CEO as first point of contact with external stakeholders, and ensure that all meeting guests are well taken care of in a hospitable manner.
- Screens phone calls, inquiries and requests, and handling them when appropriate. Present a positive image of the organization when dealing with patients and visitors.
- Carries out background research as necessary.

- Works as a team player with the ability to develop and maintain good working relationship at all levels, including during difficult and challenging circumstances.
- Provides a service that is in line with the CEO's and Deputy CEO's work habits and preferences; and demonstrate experience in the PA role in a highly pressurized environment requiring tact, sound judgment and discretion.
- Successful working relationship with senior management team to ensure smooth operation of CEO and Deputy CEO's offices. Provides some administrative support to senior management from time to time.
- Ability to filter information and assess priorities. Exercise diplomacy in dealing with confidential and sensitive issues. Attention to detail and meeting or exceeding work deadlines. Ability to prioritize and manage own workload amid conflicting demands and busy work periods. Confidence in working on own initiative and with limited supervision; ability to think ahead and anticipate the needs of the CEO, Deputy CEO, and office before they arise. Efficient management of time and resources.
- When CEO is absent, the postholder is to support the Acting CEO and use any downtime to explore and implement improvements to the way the CEO's office is managed.
- Carries out HR functions such as maintaining personnel files, attendance and leave management for senior managers and other staff reporting directly to the CEO and Deputy CEO; and provide accrued leave report to the HR Director.
- Maintain oversight of the corporate credit card assigned to the CEO to ensure timely payments.
- Provides administrative support and participate in events and conferences (e.g. Healthcare Conference). Some media relations/ public relations work.
- Participates in HSA Strategic Planning.
- Completes projects and special assignments by establishing objectives; determining priorities; managing time; gaining cooperation of others; monitoring progress; and problem-solving.
- Provides FOI coverage when necessary.
- Any other reasonable duties as required by the CEO and Deputy.

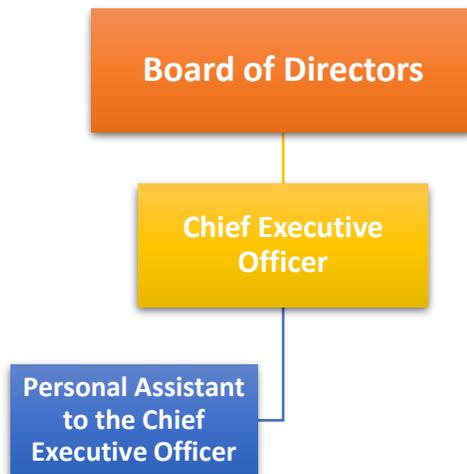
Qualifications, Experience & Skills Requirement

Bachelor's Degree in Business Administration or related field; a diploma in Secretarial Studies or a similar qualification with at least 5 years' administrative experience. Must possess excellent secretarial skills with typewriting speed of 80 wpm, and be able to use a transcribing machine efficiently when needed. Postholder should be knowledgeable of Microsoft Office Suite including the ability to draft presentations and reports monthly. Must be adept at taking comprehensive minutes at an executive level.

The candidate should be capable of multitasking efficiently while meeting tight deadlines. Previous work experience in a health care setting is preferred, as is knowledge of hospital and medical terminology. Postholder will be required to be tactful, discreet, maintain strict confidentiality and remain calm in stressful situations; must be able to deal effectively with difficult customers/patients when necessary.

Postholder will exercise good judgment, be a reliable team player, show resilience, and consistently deliver results; excellent planning, coordination, organizational and problem solving skills and display acute attention to detail, and quality/accuracy. Sound working knowledge of Government's systems, structures and protocols and the ability to exercise diplomacy in relation to working with Senior Government officials, dignitaries etc. A high degree of commitment to the public service; a high level of IT proficiency; excellent interpersonal, liaison, communication and negotiation skills (both verbal and written).

Reporting Relationship



Direct reports

N/A

Other Working Relationships

Postholder will liaise with all sections of the Health Services Authority and the Ministry regarding assignments and projects. The position requires tact, diplomacy, discretion and the ability to remain calm and polite under stressful conditions.

Decision Making Authority and Controls

Postholder makes decisions regarding routine administrative and office management matters.

Working conditions

A busy office with frequent interruptions from staff, patients, visitors and telephones. Required to be flexible and be able to work after normal working hours if required. Attention to detail is very important.

Problem/Key Features

A heavy workload with constant interruptions throughout the workday. The position is multi-faceted and postholder must be able to multi-task and grasp new concepts swiftly to maintain workflow.

Approved by:	<i>CEO</i>
Date approved:	<i>2-Mar-2026</i>
Reviewed:	
Next Review	
Employee Signature/Date:	
Manager Signature/Date:	