

Templer Care Network Job Description

Role:	Operations Administrator
Hours:	4 hours per week, usually on a Wednesday morning
Salary:	£9.50 per hour, starting
Job Type:	Permanent
Location:	Home based and Buckland Surgery, Cricketfield Surgery, Devon Square Surgery and Kingsteignton Medical Practice
Reports To:	Clinical Director (line management), Practice Managers (supervision of duties)

The purpose of the role is to:

To support the Clinical Director in coordinating the operational side of the Primary Care Network.

To work with data to support the activities of the Primary Care Network

To coordinate policies and procedures for the Primary Care Network

To coordinate the HR activities for the Primary Care Network employees

To proactively support the development of the Primary Care Network and be an integral driving force to ensure opportunities are maximised.

JOB RESPONSIBILITIES

PA Duties:

- Coordinate and manage the Clinical Director's diary in relation to Primary Care Network activities
- Coordinate and manage all documentation relating to the PCN for the Clinical Director, Board and Practice Managers
- Communicate all key activities relating to the PCN to the Board
- Coordinate training and event bookings for the PCN and make any necessary travel and accommodation bookings
- Process all mileage and expense claims for PCN activities
- Ensure all PCN activity deadlines are logged, relevant PCN members are kept aware and deadlines are met, or requests for extensions are processed accordingly
- To assist the Clinical Director in ensuring fairness across all PCN member practices.

Meetings:

- To send out PCN meeting invites and reminders
- To work with the Clinical Director to define meeting agendas and send out to attendees, along with any necessary documentation
- To take minutes at the meetings, complete and send to attendees for approval, then finalise and resend if needed
- To provide updates or advice about operational matters at the meetings, if requested
- To maintain a log of actions arising from the meetings and chase completion as necessary

- To maintain a log of all meetings, and digitally store all agendas, minutes and associated documents
- To ensure meetings and decisions are compliant with the PCN agreement

Data and Quality Improvement

- To help support the activities and decisions of the PCN by collating and analysing data pertaining to a range of activities across all member practices of the PCN.
- Prepare reports on the data to be reviewed by the Clinical Director and Board, other staff members of the member practices or external organisations.
- To monitor data of ongoing PCN projects to support the Clinical Director and Board in assessing its progress, success and if any improvements are required.
- To work with a range of quality improvement data to help enable shared practice and identify opportunities for working at scale opportunities.

Policies and Procedures

Ensure the PCN has all the necessary policies and procedures in place, this will require collaborative working:

- Work with the Practice Managers to define the policies and procedures log
- Work with the Practice Managers to devise the content of each policy or procedure
- Get the Board to ratify policies, as appropriate
- Ensure the Clinical Director, all Board members and employees of the PCN are familiar with the policies and procedures
- Setting a review schedule and process for each policy and procedure, and ensure this is actioned accordingly

HR

To act as the central point of contact for all employees of the PCN, in regards to HR matters, this includes but is not limited to:

- Supporting the Clinical Director and Practice Manager in coordinating recruitment for the PCN
- Coordinating interviews, processing pre-employment checks, issuing offer letters, contracts and setting up their employment
- Setting up and maintaining employee records
- Work with the Practice Managers to create and keep up to date induction and probation training materials
- Coordinating and maintaining a log and evidence of their induction, probation and training, Continuous Professional Development activities and appraisals
- Coordinating and logging leave requests
- Managing absence, including sickness
- Processing any requests relating to their employment and payroll
- Issue all letters relating to their employment and pay
- Processing mileage and expense claims as well as overtime/TOIL claims
- Coordinating any capability, performance management, disciplinary or grievance matters in line with policies and procedures
- Liaise with their designated Line Manager accordingly
- Keep the Clinical Director and Practice Managers updated on personnel matters, and board members if necessary
- Hold exit interviews with the employees if they are leaving their employment with the PCN

Undertake any other additional duties appropriate to the post as requested by the Nurse Manager, Partners or the Practice Manager.

Progression

As this is a new role the job description may evolve in line with your skills, abilities and aptitude as well as development of the Primary Care Network. It is extremely likely this role will develop and increase in workload over a 5year period to potentially become a full time role, or close to 37.5hours a week but with scope for flexibility, a job share or specialising in certain aspects and other aspects of this job description being delegated to new operational administrators. There will also be training opportunities to help support your development.

Confidentiality:

In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately

In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential

Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, the practice Health & Safety Manual, and the practice Infection Control policy and published procedures. This will include:

- Using personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Completion of online training modules to ensure compliance knowledge is kept up to date
- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality:

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

Communication:

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

Contribution to the Implementation of Services:

The post-holder will:

- Apply Practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

PCN OPERATIONS ADMINISTRATOR PERSON SPECIFICATION

Attributes	Criteria	How Identified	Essential/Desirable
Relevant Experience	Administration experience to a senior level	Application form/interview	E
	Minute taking	Application form/interview	E
	Previous PA work	Application form/interview	E
	Previous work within HR, ideally generalised but in one or more aspect would be acceptable	Application form/interview	E
	Experience of collating and analysing data	Application form/interview	E
	Experience of creating reports, including those on data	Application form/interview	E
	Experience of quality improvement	Application form/interview	D
	Experience of writing policies and procedures	Application form/interview	D
	Experience within Primary Care, the NHS or a clinical setting	Application form/interview	D
	Active involvement in setting up a new organisation/department/project, or similar	Application form/interview	D
	Working remotely whilst maintaining strong team relationships	Application form/interview	D
Education	GCSE's A*-C/9 to 4 or equivalent in English and Maths	Application form	E
	Qualifications or training in aspects relevant to the post	Application form	E
Work related knowledge	Awareness of confidentiality in the workplace	Interview	E
	Significant experience of using and aptitude for Microsoft Office - Outlook, Excel, Word and Powerpoint	Application form/interview	E
	Willing to learn new IT systems, such as SystmOne	Application form/interview	E
	Employment Law (even just a basic level)	Application form/interview	E
	Equality and Diversity	Application form/interview	E
	Coordinating and controlling meetings	Application form/interview	E
	Compliancy and regulations		D
Skills & abilities	Excellent organisational skills	Application form/interview/ references	E
	Highly effective communication skills		E
	Keen attention to detail		E

	<p>Methodical</p> <p>Self-motivated and driven</p> <p>Good at problem solving</p> <p>Numerate with a high order of logic</p> <p>Ability to self-evaluate and embrace professional development</p> <p>Ability to identify continuous improvement for work methods, procedures and protocols</p>		<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Additional factors	<p>Excellent time management</p> <p>Reliable</p> <p>Willing to learn new skills and processes</p> <p>Willing to take on training, both internal and external</p> <p>Able to work independently and remotely</p> <p>Able to work collaboratively in a team</p> <p>Flexibility towards PCN needs and be change ready</p> <p>Dynamic and driven</p> <p>Committed to helping the PCN thrive</p>	Interview/References	E