



## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>PCN Business support administrator</b>
<b>HOURS:</b>	<b>Full-Time 37.5hrs/week (part-time considered)</b>
<b>SALARY:</b>	Band 4
<b>SHIFT:</b>	<b>Monday – Friday 9-5 very occasional Saturdays</b>
<b>REPORTS TO:</b>	<b>PCN Management Team</b>
<b>BASED:</b>	<b>Worcester City Primary Care Network (any of the 9 practices part of the PCN)</b>

### JOB PURPOSE

The role of Business Support Administrator is to provide administrative support to the PCN Management at locality network level to develop and support service improvement and transformation work aligned to local and national priorities. This includes building on current primary care provision and working proactively with the wider network to ensure we can offer our local population sustainable, proactive, personalised, coordinated and more integrated health and care.

As a highly motivated individual, the post holder will be expected to support the provision of high quality general, financial, HR and corporate administrative support across Worcester City PCN. Managing the implementation and ongoing development of systems, processes and policies for the smooth running of all back-office functions.

### CORE RESPONSIBILITIES

#### Main responsibilities:

##### General:

- To carry out the duties and responsibilities of the post to the best of your ability and in accordance with organisational policies.





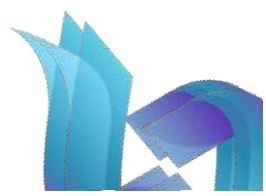
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- To maintain personal professional competency including appropriate development.
- Make a positive contribution to excellent communications across the PCN
- Demonstrate commitment to developing a culture that promotes equality and values diversity.
- Maintain appropriate security and confidentiality of information and data, both within Worcester City PCN and its partners.
- Organising a variety of events and meetings
- Maintaining and updating website and social media.


### **PCN Administration:**

- Acting as a point of contact for the network, ensuring that all contact with the business is dealt with and responded to effectively and ensuring that information is passed on to appropriate team members.
- Plan and carry out activities to agreed timescales, respond to, and follow up actions as required by email, social tools, telephone, and to provide the necessary documentation.
- Ensure all registers are and up to date, including risk registers, asset register, and policy trackers.
- Support the production of performance reporting documentation.
- Maintaining a library of policies and protocols including maintaining version control and updating staff on changes where relevant.
- Support hiring managers with recruitment activity including planning and overseeing induction for all new starters, ensuring all checks are returned and is compliant within relevant legislation, and ensuring probationary periods are proactively managed and documented by recruiting managers.
- Provide financial administration including using finance systems to produce or log invoices.
- Provide administrative support to the Clinical Director and PCN staff including ARRS (Additional Roles Reimbursement Scheme) members, coordinating annual leave, sickness, timesheets, training requests, new staff site induction, computer ordering, equipment orderings among other PCN administrative requirements
- Support our data team with EMIS support
- To run EMIS searches as required by the PCN
- Organise meetings and Agendas for the Primary Care Network board meeting including event bookings
- Collate and edit newsletters and publications for the PCN groups.
- PCN event management – to include training events

### **Governance:**

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  - Setting up and administrating PCN meetings, ensuring all members have been invited and have been provided documentation at a suitable time prior to meetings.
  - Capturing meetings through high-quality and accurate minuting.
  - Timely production and sharing of action & decision logs following meetings.
  - Ensure that the diaries of the network leadership teams are managed effectively and that key members of the networks are supported as needed with diary management activities.
  - Update all member documentation and registration to ensure it is accurate.
  - Ensure that the diaries of the network leadership teams are managed effectively and that key members of the networks are supported as needed with diary management activities.

### **Audits, Finance and Returns**

- Complete a wide range of audits accessing and interpreting GP Practice patient data (with help from management team)
- Collate data from a range of sources for analysis
- Complete monthly and quarterly returns required by the ICB and NHSE (with help from management team)
- Completing the monthly ARRS return
- Supporting the PCN manager and accountant to ensure smooth financial operations within the PCN
- Complete the NWRS monthly return

### **Communications and Working Relationships**

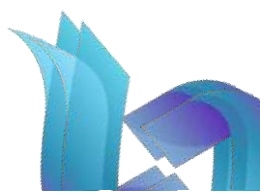
- Ensure practice websites are kept up to date on PCN development.
- Ensure the PCN Community is kept up to date through a variety of accessible mediums.
- Support the PCN digital team to maintain the PCN social media accounts and websites

### **Other Duties:**

Other duties may be required to meet the responsibilities of the post and the requirements of the organisation and the primary care networks. You will work as part of the wider PCN Office team to support other business areas during absence or annual leave of other colleagues.

### **Confidentiality:**

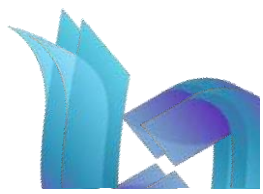
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- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this job description, the post-holder will 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, and held in any format, 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





the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

### **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

### **Health & safety:**

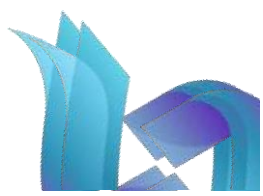
The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice health & safety policy, the practice health & safety manual, and the practice infection control policy and published procedures. This will include:

- 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

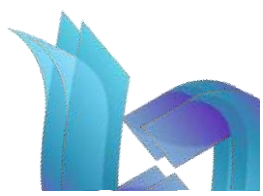




- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

### PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABILITY CRITERIA	DEMONSTRATED BY
<b>Skills and Behaviours</b>	Excellent interpersonal, influencing and negotiating skills	Essential	Interview
	Excellent written and verbal communication skills	Essential	Interview
	Demonstrate the ability to communicate complex and sensitive information in an understandable form to a variety of audiences	Essential	Interview
	Good IT skills	Essential	Interview
	Able to obtain and analyse complex technical information	Essential	Interview
	Recognises priorities when problem solving and identifies	Essential	Interview
	Able to work under pressure and to meet deadlines	Essential	Interview
	Produce timely and informative reports	Essential	Interview
	Gain acceptance for recommendations and influence /motivate / persuade the audience to comply with the recommendations/ agreed course of action where there may be significant barriers	Essential	Interview
	Work effectively independently and as a team member	Essential	Interview





	Demonstrates accountability for delivering professional expertise	Essential	Interview
<b>Other information</b>	Enhanced Disclosure	Essential	Certification
	Self-Motivation	Essential	Interview
	Adaptable	Essential	Interview
	Safeguarding adult and children	Essential	Certification
	Immunisation status	Essential	Printout from medical records
	Basic life support training	Essential	Certification
	Full UK Driving Licence	Desirable	

***Should we experience a high level of interest in the post; the vacancy will expire early.***

