



JOB DESCRIPTION

- JOB TITLE:** PCN Business Administrator
- HOURS:** 37.5 hours per week Full time Monday – Saturday (part time hours can be requested)
- CONTRACT:** Permanent/Full time/Part time
- REPORTS TO:** PCN Management Team and PCN Clinical Director
- BASED:** Worcester City Primary Care Network
- SALARY:** Depending on experience

Job Summary

Worcester City Primary Care Network are looking to recruit a proactive individual who is passionate about supporting the network. You will be working as part of a dynamic team at Worcester City PCN that is made up of 9 GP practices that cover a patient population of circa 125000. This is an exciting time to join this network as we focus on supporting general practice and improving the health of the population of Worcester City.

The successful post holder will work alongside the management team and the network of practices across Worcester City to optimize income and support the efficiency of the Network. The ability to work confidently and effectively in a varied, and sometimes challenging environment is essential.

Job purpose

To work within the PCN team to provide financial, administrative, and operational support to the Management team. The role will focus on ensuring financial clarity, business efficiency and profitability to the management team and Network practices. It will ensure that there is clear and transparent flow of finances and that the PCN is run in an effective and sustainable manner. The role will also support the management team to focus on maximising NHS contracts within the PCN.

Key Duties

- Assisting with tasks that contribute to the preparation of the management accounts
- Create and present reports to identify results
- Ensuring accurate entry of financial information into accounts software





- Entry of invoices for budget holder approval
- Payment of approved supplier bills
- Completing supplier statement reconciliations
- Liaising with suppliers to resolve queries
- Dealing with practice queries relating to finance
- Raising invoices for funding claims
- Completing the monthly ARRs claims
- Ensuring PCN income is optimized by maximising income streams such as NHS contracts, claimable services and training funds
- Completing administrative tasks to support the management team and day to day operation

General

- To always ensure that service delivery informs, reflects and supports the PCN's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.

Corporate Responsibilities

- Contribute to the strategic vision of the PCN and the identification of the PCN's objectives.
- Ensure compliance with all corporate governance and statutory requirements.
- Represent the PCN at external meetings when required.
- Contribute and comply with the PCN's corporate governance standards and instructions.
- Plan, allocate and direct workloads in order to achieve deadlines, agreed work plans and required service standards.

Safeguarding

- Every employee has a responsibility for safeguarding and protecting adults and children from abuse, regardless of the setting in which the care takes place. It is every employee's





responsibility to be aware of relevant PCN policies. All employees should take part in training to maintain their skills. Front-line practitioners should access regular supervision and support in line with local procedures.

Health and Safety

- All employees have a duty to take reasonable care for their own health and safety, and that of others who may be affected by their activities; to cooperate with the PCN by complying with all health and safety rules and safe systems of work; and to inform their line manager of any work situation, or practice which may be considered a danger to health and safety.
- Managers have a duty to ensure that safe systems of work are used within their area of responsibility; to investigate accidents and incidents; to arrange for risk assessments to be conducted annually, and to ensure staff attend appropriate health and safety training.

Infection Control

- All Vertis/SW Healthcare staff have a personal responsibility to ensure that the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar with and adhere to current policy and guidance on infection prevention and control, (2) participate in the company induction programme and statutory/mandatory/required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans.

Personal Responsibilities

- Act as a role model for staff working within the department.
- Ensure professional knowledge is regularly updated and keep abreast of relevant developments.
- Take responsibility for self-development on a continuous basis, undertaking this in work or development opportunities as appropriate.
- Participate in personal objective setting and review, including the creation of a personal development plan.
- Adhere to the NHS Code of Conduct, professional codes of conduct and the Nolan principles.
- Act as an ambassador for the PCN and its services.
- Always promote the objectives and ethos of the PCN/Federation.
- Respect the confidentiality of any confidential information shared during employment.
- Actively participate in own professional development.
- To develop a high profile within the PCN

Confidentiality:

- While 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 with 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 practices and external stakeholders.
- Recognise people's needs for alternative methods of communication and respond accordingly.

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.

Should we experience a high level of interest in the post; the vacancy will expire early. If you do not hear within 4 weeks of the closing date, you may presume that you have not been shortlisted on this occasion.





Person Specification

Factors	Description	Essential	Desirable
<i>Experience and knowledge</i>	A good knowledge of, and experience in, general practice and primary care finance	✓	
	An interest in leadership within primary care and the wider health and social care system		✓
	Understanding of the emerging Primary Care Network contractual arrangements and the implications for general practice		✓
	A good working knowledge and interest in new models to strengthen and improve primary care and ideas on how to implement these for the development locally		✓
	An understanding of financial software relative to the NHS	✓	
	An understanding of general practice financial systems	✓	
	Experience of working with a wide range of stakeholders		
<i>Skills and abilities</i>	Politically astute with an ability to sensitively manage complexity and uncertainty		✓
	Ability to problem solve and maintain objectivity	✓	
	Strong interpersonal, communication, written and presentation skills	✓	
		✓	





	Ability to quickly establish personal and professional credibility with colleagues and other key stakeholders	✓	
	Excellent organisational and time management skills	✓	
	Committed to own continuing personal development and an ability to support others to develop and progress	✓	
	Understanding of budgets and health and social care data	✓	
	Ability to work flexibly Awareness of the financial and human resources implications of activity		
<i>Personal qualities</i>	Good communicator and motivator	✓	
	A collegial team spirit and desire to work with a range of stakeholders	✓	
	Ability to travel to member practices within the PCN area	✓	
	Ability to work on own initiative and organise own workload with minimal supervision working to tight and often changing timescales.	✓	

