#### **JOB DESCRIPTION**

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| 1. JOB IDENTIFICATION |
| Job Title | Business Support Administrator |
| Responsible to:  | General Practice Support and Development Manager |
| Department(s):  | Primary Care Support |
| Directorate:  | Renfrewshire HSCP (hosted) |
| Base site: | JB Russell House, 1055 Great Western Road, Glasgow , G12 0XH |
| Job Reference: |  |

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| 2. JOB PURPOSE |
| To provide administrative and operational/business support to GMS Contract Team. To assist in developing, and to manage appropriate IT-based systems to support and facilitate the maintenance of business processes and governance arrangements, and with oversight, provide analysis and reporting of relevant data/information needs to Primary Care Support . To provide administration support to GMS Contract Team acting as a first point of contact for all telephone and email enquiries from health professionals and personnel at all levels within the NHS , general public and a range of external organisations. This includes working in close conjunction with Public Health, Health Improvement and HSCP Clinical Directors.The post holder is responsible for the day to day administration playing a key role in supporting the business of GMS Contract Team based within Primary Care Support.The post-holder supports the senior management team in managing SSTS, DATIX systems and other relevant statutory systems relevant to the service.The post holder is responsible for monitoring and providing user access community Learnpro (online learning system) |

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| **3. DIMENSIONS** |
| The Primary Care Support Department within Greater Glasgow & Clyde NHS covers a spectrum of activities from primary medical care to primary health care provided by a wide group of health care professionals within a number of settings. The Department provides administrative and management support (within a regulatory framework) to all GP medical practitioners (927) and ophthalmic practitioners (653). These services are provided within the 8 HSCP’s throughout the Greater Glasgow & Clyde area. The Department supports approximately 238 General Practices and over 180 Ophthalmic Practices. |

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| 4. ORGANISATIONAL POSITION |
| Director of Primary Care |

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| 5. ROLE OF DEPARTMENT |
| The post operates to provide secretarial/administrative support to the GMS Contract Team within Primary Care Support.The post is an essential part of the support to the GMS Contract Team. The post holder has to deal with health professionals and personnel at all levels within the NHS and with outside agencies. This includes working in close conjunction with Public Health, Health Improvement and HSCP Clinical Directors.The post holder is uniquely placed to deal with the wide range of matters required for service delivery, and engages on a regular basis with senior staff from NHSGGC, and Partnerships at all levels. The post-holder is required to have excellent communication skills and their position in the organisation means that the post holder has to project a positive image of the Primary Care Support Team and deal with issues in the absence of their line manager with tact and diplomacy. The post holder receives little direct supervision. The post-holder will on occasion be first point of contact for general enquiries. The post-holder will often have to respond to conflicting demands from team members whilst managing a varied workload and will be required to use own initiative and judgement in prioritising key and urgent tasks to support activities of the GMS Contract Team. |

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| 6. KEY RESULT AREAS |
| * Provides high-level personal and administrative support to the GMS Contract Team, and is responsible for identifying workload priorities.
* To act as first point of contact for the service, in terms of dealing with telephone and email enquiries from staff at all levels within the organisation, the general public and external agencies. Direct and prioritise enquiries as appropriate.
* Proactively prepare external/internal responses to correspondence, investigating and interpreting information where appropriate for the GMS Contract Team as required, drafting complex correspondence under direction.
* Proactively manages mail systems (paper and electronic) arranging for mail logging, allocation and progress chasing of correspondence under the broad direction of the managers.
* To monitor and manage the GMS Contract Team generic mailbox. Providing responses to enquiries on own initiative or directed to a relevant member of the team in a timely manner.
* Provide assistance to the GMS Contract Team to manage projects, and where appropriate provide high level administrative support to ensure agreed outcomes are actioned and progressed in accordance with project objectives.
* The post holder is an authorised PECOS signatory for order processing and receipt of all purchase orders within MIS, including external contract commissioned work and equipment, verifying that all items receipted are accurate and complete in accordance with the Board’s Standing Financial Instructions.
* Forward plans diary commitments ensuring effective use of manager’s time, resolving conflicting demands where possible.

**Production of Material:*** Type a variety of documents (correspondence, reports, statistical and financial data and presentations) from a variety of sources with a high degree of accuracy. This includes extraction of information from spreadsheets and/or production of complex reports and presentations.
* The post-holder may, in conjunction with the GMS Contract Team, compile documents including standard operating procedures and action plans.
* Contribute to workforce information systems and workforce planning.
* Assist the GMS Contract Officer with Webropol surveys, compile statistical returns, audits and submit reports, take forward the actions required.

**Meetings:*** The post-holder will provide secretariat services for monthly meetings, together with providing updates on specific issues to committee members.
* The post-holder will book venues, arrange room layout and order required catering. Circulate meeting invitations, monitor responses and follow up on attendees that fail to confirmed or declined invitation.
* The post-holder will prepare and issue agendas and supporting papers, noting and transcribing formal minutes, ensuring circulation to relevant personnel out with attendees and initiating any necessary follow up action.
* Receive visitors to the premises in a polite and helpful way in accordance with local procedures.

**System Management:*** Develops, maintains and manages relevant paper and electronic filing systems including, where appropriate, electronic database systems.
* Inputs to the Departments’ staffnet site which involves creation and maintenance of the teams’ documents/pages.
* Maintain local systems, procedures and protocols
* Allocate user accounts for Community Learnpro, maintaining accurate records of activation codes. Provide reports when required.

**Staff Responsibilities:*** Assists, as required, with colleagues performing similar role, in providing cross cover for planned and unplanned periods of absence.
* Adhere to and comply with Corporate Standards, Policies and Procedures, e.g. Confidentiality, Health and Safety, Smoking and Alcohol Policies, Statutory and Mandatory training requirements,
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| 7a. EQUIPMENT AND MACHINERY |
| On a daily basis the post holder would have cause to use and maintain in good working order:Telephone Personal Computer or laptop (involving use of Microsoft Word, Outlook, Excel, PowerPoint, Adobe Acrobat Professional and FileMaker Pro) Electronic DiaryPhotocopierScannerNetwork PrintersGeneral Office Equipment i.e. punch, stapler etcFiling systemsDATIX systemSSTS systemeESS system |
| **7b. SYSTEMS** |
| The post-holder will require to have extensive experience in the use of Microsoft packages (Word, Excel, Access, PowerPoint and Outlook) together with excellent word processing skills and internet use - ECDL level of proficiency.The post-holder will be required to use a wide range of computer software on a daily basis to develop, create, maintain and produce various types of reports.The post-holder will be required to utilise Webropol to create surveys, collate response and produce reports on a regular basis.Required to ensure that relevant Board and Divisional Policies and Procedures are followedOffice Filing System – computerised and manualUse of email, internet and intranetCreate, maintain and modify general and project specific systems (both manual and electronic) within the departmentPECOS authorised in ordering and signatory for receipt of all purchase orders within MIS |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Work is generated by:* Healthcare professionals and support staff, internal and external agencies
* GMS Contract Team

Self-generated work:* Pro-actively manage the workload of the GMS Contract Team
* Develop manual and electronic records and systems to monitor and store information and manage administrative services.
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| **9. DECISIONS AND JUDGEMENTS** |
| The post holder must be confident in making decisions and judgments, prioritising their own workload, is not directly supervised and works on own initiative within general principles set by the line manager who is frequently unavailable to provide advice on specific issues arising during the working day.The post holder is required to:* Regularly liaise with Primary Care Support Senior Staff and direct updated reports on work schedules and priorities to ensure efficient and effective service delivery.
* Manage own workload on a day to day basis and exercising their own judgement make decisions regarding workload priorities, independently, in order to meet changing deadlines.
* Work on own initiative and will be required to use considerable discretion as to how she/he interprets defined policies, procedures and protocols, on a day to day basis.
* Draw on knowledge, experience and training to decide the most appropriate action to be taken in dealing with enquiries, routine and ad hoc, and determine which matters should be brought to the attention of the Team or senior staff. The enquiries can be complex and contentious in nature (i.e. receiving calls from complainants) and require the use of diplomacy and persuasion. These issues may involve cases where delay may have an adverse effect on final outcomes.

The post holder will respect confidentiality in all matters.The post holder will make recommendations to the GMS Contract Team on enhancements/developments of administration and IT systems. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Managing time effectively, prioritising work to meet competing demands, negotiating with and managing the expectations of stakeholders in determining deadlines,Communicating clearly and simply on GMS matters which may seem complicated to non GMS professionals. Dealing with distressed relatives, patients, and staff, with diplomacy and empathy.  |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| As first point of contact, in terms of dealing with telephone, face to face and written correspondence, from staff at all levels of the organisation, the general public and external agencies, the post holder requires to be tactful, and diplomatic at all times. Enquiries can be complex and contentious in nature and the ability to handle such situations requires excellent communication and interpersonal skills.The post holder must acknowledge the sensitive nature of matters raised (complainants, bereaved parents) which due to the nature of content may require the use of tact, discretion and diplomacy as to what/how much can be communicated e.g. personal, financial issues.The post holder will have day to day communication with:**Internal*** NHSGGC support staff/team members
* General Practices (including GPs, practice managers, practice nurses and administration staff),
* Senior clinicians
* Partnership Organisations
* Voluntary Organisations
* Directors/Senior staff from other departments
* Professional staff – from a range of independent contractor services
* Personal assistants/ secretaries
* Legal office
* Clear To All workgroup implementing the Accessible Information Policy

**External*** Other Health Boards and Scottish Government Health Department
* Staff of NHS Education for Scotland
* Educational bodies e.g. University of Glasgow
* General Public
* Patients/relatives and their representatives
* Professional Bodies
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Skills:** * Required to use keyboard/VDU often for prolonged periods Elements of bending and lifting
* Keyboard skills requiring high degrees of speed and accuracy

**Physical Demands:*** Combination of sitting, standing a daily basis
* 75% of work is PC related, which requires sitting at restricted position with emphasis on eye to screen work
* An occasional requirement to stand for varying lengths of time when photocopying.
* High level of concentration required at all times in order to maintain a high level of accuracy to all tasks undertaken.
* A high degree of accuracy when collecting, recording and updating data while experiencing frequent interruptions
* Mental effort required to co-ordinate and organise a wide variety of formal internal/external meetings.
* Unpredictable workload and demands requires mental agility to ensure priorities are met.
* Organisational and decision making skills required to ensure prioritisation of workload.
* Concentration, tact and diplomacy required when dealing with members of the public

**Mental Demands:*** High level of concentration required at all times in order to maintain a high level of accuracy to all tasks undertaken
* Concentration, tact and diplomacy required when dealing with members of the public
* Planning and prioritising of own workload and time scheduling workflow for others to meet deadlines while dealing with more or less constant interruption

**Emotional Demands:*** Operates under pressure
* Minimising the unnecessary interruptions and acting as a buffer to GMS Contract Team and other Primary Care Support staff
* Ability to influence others
* Meeting deadlines – pace of work demanded to maintain workload, which can be unpredictable while at the same time dealing with constant interruptions
* Exposed to distressing information
* Managing workload from a number of managers with their own individual priorities
* May receive verbal abuse from patients/clients/independent contractors and staff
* Requires to exercise tact and empathy in dealing with all manner of people
* On occasions required to react sensitively to distressed staff or public
* Dealing with phone calls of complaints by patients, relatives and members of staff, who can be stressed and angry, which sometimes leads to verbal abuse
* Accommodating and responding to personal dynamics and the politics of working within a large, complex organisation

**Working Conditions*** More or less continuous use of VDU
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| **Qualifications & Experience*** This post requires an in-depth knowledge of administration systems, processes and procedures to perform the role
* Typically, this will be demonstrated by significant experience and a track record of achievement in a similar role, supported by relevant qualifications and training courses such as HNC qualification in Business and Administration or a related subject with experience, or a level SVQ3 qualification in a relevant area of administration
* Can demonstrate significant knowledge across a range administration activities with a particular focus on accurate data handling and processing combined with an ability to prioritise and manage workload effectively
* Experience in all aspects of administration, including data handling, and an ability to prioritise and manage workload effectively
* ECDL or advance proficiency in all Microsoft packages

 **Knowledge & Skills*** Understanding of the Board’s priorities, agenda and objectives and statutory obligations
* Excellent oral and communication skills
* Excellent planning and organisational skills
* Excellent interpersonal skills including the ability to deal sensitively with complainants
* Advanced knowledge and proficiency in the use of Microsoft Office
* A sound knowledge of Board’s Standing Financial Instructions
* Internet/intranet skills
* Ability to work on own initiative and part of a team
* Ability to work to strict deadlines
* Ability to work proactively, taking the initiative where necessary to achieve goals
* Flexibility and commitment
* Advanced knowledge of Policy and Procedures and ability to contribute to review of local protocols
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| **14. JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.Job Holder’s Signature:Line Manager’s Signature: | Date:Date: |