

**NHS FORTH VALLEY**

**JOB DESCRIPTION**

1. **JOB DETAILS**

**Job Title: Primary Care Administrator**

**Responsible to: Primary Care Senior Service Manager**

**Department: Primary Care Services**

**Job Holder Reference:** UD2-BN-AC-081

1. **JOB PURPOSE**

The post holder will provide a comprehensive administration / secretarial support to the Primary Care team including the Create/PLT Clinical Lead and GP Appraisers Lead. The post holder will be required to perform key duties to support Primary Care activities; organise and co-ordinate the delivery and evaluation of a programme of educational events at locality and practice level, support the GP Appraisal Scheme, provide ad-hoc administrative support to Primary Care leads and maintain effective links with NHS primary healthcare teams, HSCP staff and secondary specialists across the country. In addition to provide cross cover for Contracts Officer posts in order to maintain service to Primary Care contractors.

1. **Organisational Position**
2. **DIMENSIONS**

• Support the organisation and evaluation of GP Practice educational events

• Provide administrative support to the GP Appraisal schedule

• Provide administrative and organisational support to GP Cluster Leads meetings

• Provide administrative support to the Primary care team including minute taking and meeting organisation

• Maintain lists of Primary care Contractors in Primary care systems and updating directories

• Support monthly claims processes for independent contractors and process payments according to Standard Operating Procedures

• Other general office duties

1. **KEY DUTIES/RESPONSIBILITIES**

• Provide organisational support for training events and meetings by co-ordinating diaries, making bookings, meeting rooms and minute taking/recoding actions as required

•Co-ordinating the GP appraisal process, managing appraisals diary for due dates eg. Appraisals, MSF & PSQ

• Record and monitoring allocations and attendance of GP Appraisers eg. Recording of leave.

• Administering the SOAR system for GP appraisers

• Provide advice to GP colleagues on training and appraisal matters eg. MSF, mandatory training requirements

• Responsible for ensuring that an accurate record is maintained of payments processed and that payments are in line with approved procedures and allocations. Reporting any concerns regarding expenditure to the Primary Care Contracts Manager.

• Responsible for distributing urgent information regarding Primary Care issues.

• Attend and participate in information meetings regarding Primary Care matters.

• Responsible for providing statistics on Primary care activities to colleagues.

• Provide cross cover for Primary Care Contract Officers as required.

• Provide information and advice to members of the public as required.

• Sharing general office duties and other responsibilities that may be delegated from time to time.

1. **SYSTEMS AND EQUIPMENT**

**Software packages:**

**Microsoft Word:** Produce letters, agenda’s, notes and minutes of meetings and other correspondence and maintain electronic files.

**Microsoft Excel:** Create spreadsheets to maintain records of payments, attendance or rota arrangements.

**Intranet:** Look up Documents, resources and policies.

**Email:** Communicate with internal and external contacts.

**Other equipment:** Printer and scanner.

**Photocopier:** Copy documents, papers for meetings, information for distribution to Practioners and/or colleagues.

**Telephone:** Dealing with enquiries from Contractors, their staff, members of the public, other work colleagues, colleagues from other agencies.

**Fax:** Communicate with internal and external contacts.

**Internal filing system:** Maintaining files for individual workstreams, activities and related matters.

**Regulations/National/**

**Local guidance:** Interpretation and application.

1. **ASSIGNMENT AND REVIEW OF WORK**

Work will be generated by daily administrative processes, incoming mail and enquiries, tasks delegated by line managers. The post holder will work independently using their own initiative to prioritise and manage their own workload. The post holder will be subject to informal review.

1. **COMMUNICATIONS AND WORKING RELATIONSHIPS**

Maintain working relationships with own colleagues and other departments; communicate and liaise efficiently and effectively; demonstrating the ability to work independently or as a team member.

• **Primary Care Contractors and their staff** – dealing with enquiries, providing advice, distributing information.

• **Clinical Leads including Create GP Leads and GP Appraiser Lead GP –** providing administrative support, advice and giving and receiving information.

• **Primary Care Contracts Manager –** workload issues, problematic issues, contractual matters, agendas and minutes of meetings.

• **Primary Care Services Manager** – as above.

• **Local Committees/Councils and their representatives** – dealing with enquiries.

• **Colleagues from other Health Board areas** – daily working processes.

• **Members of the public –** dealing with general enquiries, providing advice and giving information.

**8a. PHYSICAL DEMANDS OF THE JOB**

**•** Accurate keyboard skills

• Using keyboard/computer for most of the day

• Advanced competency in MS packages

• IT skills

• Accurate numerical skills

• Combination of sitting, standing and walking

• Dealing with telephone enquiries

• Participation in virtual meetings on screen

**8b. MENTAL/EMOTIONAL DEMANDS OF THE JOB**

**•**Concentration and accuracy required for processing and calculation of payments while subject to interruptions

• Concentration and understanding required of information relating to the provision of services, training and appraisal requirements

• Ability to deal empathetically with occasionally emotional/distressed members of the general public and Contractors

• Ability to prioritise workload to ensure timescales and deadlines are met

• Ability to work under pressure

**9. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED**

• At least 4 years experience working within an administrative environment and being able to demonstrate competency in having and being able to apply the skills required for the post and demonstrate knowledge of Primary Care Services.

• Ability to work unsupervised, using own initiative, prioritising own workload.

• Able to work within a team and share information within the team environment.

• Able to support others if required.

• Excellent organisational skills.

• Demonstrate good time management skills.

• Considerable experience of using Microsoft Word, Excel and Email.

• Excellent interpersonal and communication skills.

• Accurate keyboard skills.

• Advanced/accurate numerical skills.

• Willingness to participate in ongoing development and improvement of the service.

• High degree of confidentiality.

**POST SPECIFICATION**

**PRIMARY CARE CONTRACTS OFFICER**

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
| **Skills/Abilities** | **•** Excellent organisational skills• Ability to work without direct supervision• Ability to work independently or as part of a team• Prioritise & manage own workload• Good time management skills• Work using own initiative• Accurate keyboard skills• Good literacy and numerical skills• Exercise a high degree of confidentiality |  |
| **Experience** | • At least 4 years administration experience• Competent in use of Microsoft Word, Excel and Email | • Knowledge & experience of Primary Care Services |
| **Interpersonal** | • Excellent interpersonal & communication skills• Ability to communicate effectively with a wide range of people | **•** Can demonstrate ability to problem solve |
| **Education** | • HNC or equivalent |  |