**JOB DESCRIPTION**

**Job Title:** General Practice Support Service Administrator

**Grade:** Band 5 equivalent

**Salary: £31,019**

**Hours of work:** 30 hours

**Base:**  GPPC Office with expectations to work within NEE GP Practices

**Duration:** permanent

**ORGANISATIONAL ARRANGEMENTS**

R**esponsible to:**  Senior Project Manager

**Accountable to:** Chief Operation Officer

**JOB PURPOSE**

The successful candidate will work alongside 2 senior project managers within GP practices to provide administrative support and understand where operational improvements can be made, allowing the practice to work more effectively and efficiently.

The aim will be to maximise resources within a practice, making sure that patients are seen by the most appropriate clinician, improve access and ensure streamlining of back-office functions. The General Practice Support Team will then support the implementation of any identified improvements that the practice wishes to take forward.

**Duties to include:**

* To provide comprehensive administrative and hands on clerical support to the PRIME project managers.
* Liaise closely with members of the team ensuring effective communication.
* Work within the practices to support staff with operational improvements implemented by project managers.
* Completing practice audits to maximise resources within a practice to meet capacity and demand.
* Writing project plans/proformas to provide to CEO, COO, ICB and GP practices.
* Regularly managing and maintaining project action logs
* Updating or initiating practice policies and protocols where required.
* Communicate and liaise with staff members from NEE GP Practices and PCNs ensuring compliance with GPPC policies as a key supporting role to the effective running of the support service.
* Manage own day-to-day tasks or activities, including emails.
* Support office systems, including paper and electronic files.
* Carry out other administrative tasks that fall within the competencies of the post holder.
* Complete a range of online training modules required as part of the GPPC contract.
* Participate in self-development to continually improve performance and undertake development activities that are identified.

The above is not an exhaustive list of duties and you will be expected to carry out other administrative ad hoc duties as required to meet the business needs.

**Experience required:**

* Primary Care experience desired but not essential.
* Good understanding and knowledge of a full range of administrative procedures and organisational duties.
* Basic IT skills to include Outlook, Word and PowerPoint.
* Systm One and EMIS experience desired but not essential as will be gained on the job.
* Self-motivation and a forward-thinking approach.
* Excellent organisational and planning skills.
* The ability to prioritise workload.

**FLEXIBILITY STATEMENT**

The content of this job description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The job description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

**CONFIDENTIALITY**

All employees of GPPC are required to maintain the confidentiality of members of the public (service users) and members of staff in accordance with GPPC policies.

**PROBATIONARY PERIOD**

Appointment to this post is subject to the satisfactory completion of a probationary period of 3 months. During this time your line manager will have the opportunity to review and assess your suitability.