

Swanage Medical Practice

JOB DESCRIPTION

JOB TITLE:	PA to the Practice Manager
PAY:	Depending on experience
LOCATION:	Swanage Medical Practice
ACCOUNTABLE TO:	GP Partners and Practice Manager
HOURS OF WORK:	This is a part time post of 16 hours per week.

JOB SUMMARY To support the Partners and Practice Manager in effective administration and management of the Practice. The PA will work under the direction of the Practice Manager striving to enhance a number of key areas, managing complex and sensitive business information.

The post holder will be an experienced administrator, preferably with Primary Care experience. They will possess excellent customer service, organisation and IT skills.

PRIMARY DUTIES AND AREAS OF RESPONSIBILITY

Human Resources

- Support the Practice Manager with the recruitment of staff
- Maintain an efficient filing system of staff personnel information
- To develop induction schedules for new staff

General Duties

- In the absence of the Practice Manager's to act as first point of contact to admin queries with the remit of PA. Manage the email inbox of the Practice Manager and organise diary to support continuity of activity.
- Participate and lead audits
- Reconcile monthly audits in CQRS & SystmOne
- To support coordination and minuting of Practice meetings when the, to include preparing agendas, taking minutes & arranging diaries.
- Answer telephone queries, liaising with other departments and external contacts
- Support the Practice Manager with the management of Enhanced local and National services.
- Supporting the Practice Manager as required with projects, systems and procedures
- Admin lead for the Quality of Outcomes indicators which will include patient invitations for clinical indicators and monitoring the progress of QOF targets.
- Support the Practice Manager by monitoring and reporting on the PCN IIF targets
- Admin lead for the administration of Safeguarding reports, ensuring reports according to the Practice policy and in a timely way
- Supporting the Research Admin lead when needed

Complaints

- Administration of all Practice complaints, liaising with the Practice manager and clinical staff to ensure complaints are responded to in a timely way and in accordance with the Practice complaints policy
- Attending complaints meetings, talking minutes and distributing accordingly.

Finance

- Complete monthly CQRS claims and check payments have been received
- Monitor QOF targets and report to the Practice manager
- Monitor PCN IIF targets and report to the Practice Manager
- Manage petty cash
- Support the Practice Manager with PCN Finance reconciliation
- Generally carrying out regular reconciliations relating to varied budgets, creating reports & pragmatically working with data to resolve discrepancies with the help of the Practice Manager

Compliance Areas

- Support the Practice Manager in monitoring compliance areas such as CQC, Information Governance, Health & Safety legislation, Fire, Infection Control and mandatory training.
 - Ensuring clinical and non-clinical staff compliance registers are maintained
- IT Systems

IT Systems

- Intermediate experience of using Microsoft Office packages including but not limited to MS Outlook, MS Word, MS PowerPoint, MS Excel.
- Creating reports, managing & manipulating spreadsheets, creating presentations, managing email system and diaries, creating & editing documentation.
- Intermediate experience of using Systm1 (TPP) Clinical System creating reports, performing searches, navigating the patient record
- Intermediate use of the web and web-based platforms: Working with regional and national platforms to search data, run report & searches, proactively manage population statistics

Education & Training

- Identify own training and support needs
- To participate in the staff appraisal system

Other Task

- To undertake any other reasonable tasks as allocated by the Practice manager and/or Partners.

This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude towards the duties outlined, which may be subject to adjustments at any time in consultation with the post holder and in line with the needs of the business.

This job description is subject to periodic review and amendment in consultation with the post-holder in the light of changing circumstances. As the organisation grows and develops it is likely that this role will develop too and the postholder may be required to undertake additional duties/responsibilities.

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Job Title:	PA to the Practice Manager		
Recruiter:	GPs		
Date:	April 2022		
Qualifications		Essential	Desirable
Good standard of general education		✓	
GCSE Mathematics C or above		✓	
GCSE English C or above		✓	
Qualified in phlebotomy or willingness to undertake course		✓	
Qualified to NVQ Level			✓
IT Certificate			✓
Experience		Essential	Desirable
Experience of working within Primary Care			✓
Experience of working within a business environment			✓
Experience of dealing with members of the public		✓	
Working as part of a team with a shared goal		✓	
Experience of using Word		✓	
Experience of using Excel		✓	
Experience of using SystmOne			✓
Skills & Knowledge		Essential	Desirable
Excellent communication skills (Written and Oral)		✓	
Excellent IT skills		✓	
Excellent planning and organisational Skills		✓	
Knowledge of Primary Care Targets including Qof, IIF			✓
Knowledge of CQC requirements			✓
Personal Attributes		Essential	Desirable
Smart, clean and professional appearance		✓	
Can do attitude, willing to support colleagues and be a team player		✓	
Friendly and approachable		✓	
Adaptable to change		✓	
Able to perform under pressure		✓	
Able to develop, establish positive relationships with colleagues		✓	
Able to work as part of a team		✓	
Ability to work autonomously using own initiative to manage workload and targets		✓	
Excellent attention to detail		✓	
Willing to learn new skills		✓	