

JOB DESCRIPTION

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| Job Title: | CGPN Administrator |
| Accountable to: | CGPN Operations Manager |
| Hours of work: | 37.5hrs per week / part time will be considered |
| Remuneration: | £20,000pa pro rata |
| Contract: | 12month fixed term contract |
| Location: | Based at CGPN Head Office, F1 Stirling House, Cambridge Innovation Park, Denny End Road, Waterbeach, Cambridge, CB25 9PB |

Role Summary:

The Operations Administrator will provide administrative support to the Federation & Operations Team. The role will require the post holder to undertake a variety of administrative duties to assist in the smooth running of both the federation and the services it delivers.

Main Duties and General Administrative Responsibilities:

- Providing daily Operations support to the Operations Team & staff delivering services.
- Providing administration support to the CGPN CEO & Board of Directors as required.
- Patient data entry allocation & collation; processing and recording information in accordance with CGPN procedures
- Offer general clerical assistance to CGPN in all aspects of service delivery and project a positive and friendly image to patients and other service users, either in person or via the telephone
- To function as the 'virtual' receptionist for CGPN services, liaising with practices & patients as required, working with SystemOne, & EMIS patient software.
- Undertake a variety of duties to assist in the smooth running of services.
- Facilitate effective communication between patients, members primary health care teams, secondary care and other associated healthcare agencies
- HR administration as directed by the Operations Manager, this may include financial administration
- Assist the Operations Manager with finding shift cover at short notice should the need arise
- Add Appointment schedules to SystemOne to coordinate with Rotamaster shifts
- Ensure that appointments booked are efficient and accurate
- Process the patient end of care procedure, including patient referral letters to patient's own surgery
- Always observe patient confidentiality
- Be familiar and comply with all Health and Safety rules and guidance policies

- Ensuring CGPN equipment stocks are available. Report any supply /maintenance issues to the Operational Manager
- Ensure computer/written records are accurately maintained and securely stored
- To ensure your workstation is left at the end of your shift in an orderly manner and with patient confidentiality in mind
- Other duties as necessary for the efficient operation of the service
- Undergo training as may be required to develop your skills and abilities
- Attend refresher and update training for medical emergencies and CPR
- Act in accordance with the CGPN rules and code of conduct

Confidentiality:

- In the course of 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 may have access to confidential information relating to patients and their carers, CGPN staff and other healthcare workers. They may also have access to information relating to CGPN as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of CGPN may only be divulged to authorised persons in accordance with CGPN policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the CGPN Health & Safety Policy, to include:

- Using personal security systems within the workplace according to CGPN guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

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 CGPN 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.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by CGPN as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality:

The post-holder will strive to maintain quality within CGPN, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

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 patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

This role description is intended as a basic guide to the responsibilities of the post and is not exhaustive and may be subject to review in consultation with the post holder.

Person Specification

Job Title: CGPN Operations Administrator

This is a specification of the qualifications, knowledge, experience, skills and abilities, that are required to carry out effectively the responsibilities of the post (as outlined in the role description) and forms the basis for selecting a candidate.

| REQUIREMENTS | DESCRIPTION | ESSENTIAL / DESIRABLE |
|---|--|--|
| EDUCATION AND QUALIFICATIONS | GCSE Maths and English – Grade A- C (or equivalent) Evidence of continuing personal development | Essential Desirable |
| KNOWLEDGE | Knowledge of SystmOne/EMIS or other GP IT systems Knowledge of General Practice | Desirable Desirable |
| EXPERIENCE | Experience of working in General Practice. Experience in office administration/reception Experience of working within a busy environment, and dealing with members of the general public Experience of customer service delivery | Desirable Essential Essential Desirable |
| SKILLS, ABILITIES and PERSONAL QUALITIES | Excellent communication, presentation, and interpersonal skills. Able to build relationships and work well with a diverse range of professionals and with the public A proven ability to deal effectively with difficult and contentious situations whilst | Essential Essential Essential |

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| | maintaining positive working relationships | |
| | Able to problem solve and respond to sudden demands | Essential |
| | Excellent organisational skills | Essential |
| | Able to identify risk and anticipate issues and escalate appropriately | Desirable |
| | Able to work autonomously | Desirable |
| | Self-motivated and able to organise own workload with minimal supervision | Desirable |
| | Confident in the use of Microsoft Office | Essential |
| OTHER | Team player and flexible | Essential |