**Hope House Surgery**

**Assistant to the Senior Management Team –Job Description**

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| **Job Title** | Assistant to the Senior Management Team |
| **Line Manager** | Practice Manager |
| **Hours per week** | 30 - 37.5 hours per week (TBC) |

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| **Job Summary** |
| To work with the senior management team (SMT) to ensure the smooth running of the surgery. This will include providing administrative support, change management, identifying and assisting in the implementation of opportunities to work smarter, managing diaries and room bookings, HR support and basic finances. Through innovative ways of working, support the management team in leading the team in promoting ED&I, SHEF, Quality & CI, Confidentiality, Collaborative Working, Service Delivery, Learning and Development and ensuring the practice complies with CQC regulations. |

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| **Generic Responsibilities** |
| All staff at Hope House Surgery have a responsibility to conform to the following:  **Equality, Diversity & Inclusion (ED&I)**  A good attitude and positive approach towards ED&I creates and environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.  Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender t, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.  Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.  **Safety, Health, Environment and Fire (SHEF)**  This practice is committed to providing a safe and healthy environment and to supports and promotes opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.  **Confidentiality**  This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.  **Quality & Continuous Improvement (CI)**  To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.  This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.  **Induction Training**  On arrival at the practice all personnel are to complete a practice induction programme; for this role this is undertaken by the Practice Manager.  **Learning and Development**  The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.  **Collaborative Working**  All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate way.  **Service Delivery**  Staff at Hope House Surgery must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.  **Security**  The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share their proximity pass for the door locks to anyone and are to ensure that restricted areas remain effectively secured.  **Professional Conduct**  At Hope House Surgery, staff are required to dress appropriately for their role. Clinical staff will be provided with uniform or appropriate dress instructions. Administrative staff must dress in accordance with the uniform policy for their role. The practice may change this at any time to ensure the safety of staff or to promote the corporate identity of the practice.  **Leave**  All personnel are entitled to take leave and this should be booked via your line manager. |

The primary and secondary responsibilities for this role are detailed below.

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| **Primary Responsibilities** |
| The following are the core responsibilities of the Assistant to the Senior Management Team. There may be, on occasion, a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels:   1. Supporting the SMT as required with projects, systems and procedures 2. Undertaking tasks as directed by the SMT in areas of change management and continuous improvement 3. Supporting the SMT in monitoring compliance with health and safety legislation 4. Contributing to the development, implementation and embedding of an effective practice training programme for all staff 5. Provide administrative support for compliance registers, ensuring DBS checks are conducted and HR checks on Teamnet are monitored and kept up to date 6. Applying templates for staff clinics to Systmone, ensuring these are on in a timely manner and any queries raised with the Practice Manager/Lead GP 7. Coordinating the practice diary, ensuring meetings are scheduled appropriately 8. Coordinating internal and external meeting arrangements, preparing agendas and producing minutes for meetings 9. Managing room bookings for external providers 10. Supporting the practice manager in the maintenance of the practice and NHS Choices websites and social media and producing a quarterly patient newsletter 11. Effective monitoring of the Friends and Families Test, producing a monthly report 12. Support the SMT with procurement – including researching, obtaining quotes and presenting findings. 13. Assist in organising staff events and gifts 14. Help implement and lead on new digital services, including NHS App, and online services 15. Work to protocols, as well as help develop and implement new ones 16. Assist with IT queries from staff, raising with SCWCSU as necessary 17. Assist with the recruitment of staff as requested by the SMT, production of HR/Employment documents and ensuring NWRS updated monthly |
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| In addition to the primary responsibilities, the Assistant to the Senior Management Team may be requested to:   1. Support the senior management team in the reviewing and updating of practice policies and procedures 2. Manage asset registers as directed 3. Represent the practice locally as required 4. Assist with processing income and expenditure 5. Maintain spreadsheets |

The person specification for this role is detailed below:

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| **Person Specification – Assistant to the Senior Management Team** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Good standard of education with excellent literacy and numeracy skills | ✓ |  |
| Desire to work towards a leadership/management role and undertake any training associated with this |  | ✓ |
| **Experience** | **Essential** | **Desirable** |
| Experience of working with the general public | ✓ |  |
| Experience of working in a health care setting | ✓ |  |
| Experience of successfully developing and implementing projects |  | ✓ |
| NHS / Primary Care General Practice experience |  | ✓ |
| Experience of producing agendas and minutes |  | ✓ |
| Experience of producing reports |  | ✓ |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication skills | ✓ |  |
| Strong IT skills (generic) | ✓ |  |
| Strong IT skills (social media/comms/Canva) |  | ✓ |
| Strategic thinker and negotiator |  | ✓ |
| Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment | ✓ |  |
| Systmone user skills (generic) |  | ✓ |
| Systmone user skills (rota management) |  | ✓ |
| Effective time management (Planning & Organising) | ✓ |  |
| Proven problem solving & analytical skills | ✓ |  |
| Ability to develop, implement and embed policy and procedure | ✓ |  |
| Ability to motivate and train staff |  | ✓ |
| **Personal Qualities** | **Essential** | **Desirable** |
| Polite and confident | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Excellent interpersonal skills | ✓ |  |
| Motivated and proactive | ✓ |  |
| Ability to use initiative and judgement | ✓ |  |
| Forward thinker with a solutions focused approach | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Ability to work under pressure | ✓ |  |
| Confident, assertive and resilient | ✓ |  |
| Ability to drive and deliver change effectively | ✓ |  |
| Ability to motivate teams, enhance morale and maintain a positive working environment, including team building sessions | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours | ✓ |  |
| Disclosure Barring Service (DBS) check | ✓ |  |
| Maintains confidentiality at all times | ✓ |  |
| Full UK driving licence |  | ✓ |

All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.