

Office Administrator

Post information	
Role title	Office Administrator
Location(s)	The post holder will have an office base at Osprey Court in South Bristol but may be required to work across the Bristol, North Somerset and South Gloucestershire (BNSSG) area.
Contract	37.5 hours Full Time (part time/ job-share/ flexible working options considered)
Salary	Band 1a - £16,000 - £20,000
Job profile	This role is responsible for providing high quality administration to the One Care office and support to relevant practice meetings
Responsible to	Finance Director
Accountable to	Office Manager
Job context	<p>One Care (BNSSG) Limited was established on 1st September 2016 and has 85 of a possible 86 GP partnerships or organizations in Bristol, North Somerset and South Gloucestershire as shareholders. It is established for the purpose of supporting these practices in providing collaborative, innovative and sustainable general practice to patients registered with GP practices, together with establishing workable partnerships with the intention of delivering best possible outcomes for general practice with CCGs, NHSE, Hospital trusts and local authorities. The intention is to invest in general practice and to focus predominantly in the sustainability of general practice rather than profit.</p> <p>Our vision is to enable general practice to thrive and survive. One Care is here to ensure that the heart of General Practice survives and continues to provide comprehensive, whole-person health care to individuals and their families. Through collaboration, One Care will adeptly provide the scale, innovation and leadership to evolve our services, so that General Practice is invigorated and thrives into the future. Post holders will work closely with the OCL digital team as many of the solutions and innovations will be digitally enabled.</p>
Job summary	The post holder will be a key member of the team, supporting delivery of the One Care vision and business plan. The post holder will provide high quality administration services, including taking responsibility for administrative and organisational tasks, potentially providing administrative support to various practice locality meetings. The role requires engagement with a range of stakeholders and taking on other tasks and projects as required.

<p>Key Objectives:</p>	<p>To work closely with other members of the team to deliver a high quality support functions, taking particular responsibility for administration in a manner that supports our aim to be a professional and responsive team guided by the following values:</p> <ul style="list-style-type: none"> • Realistic • Pragmatic • Communicative • Supportive • Facilitative
<p>Key Activities:</p>	<ul style="list-style-type: none"> • To support the One Care office team with all administration and organisational tasks, including email and diary management. • Maintaining up to date and accurate diaries which involves making appointments, interviews, arranging meetings/events/booking venues and arranging travel requirements • Welcoming and managing visitors to the One Care office • Screen and respond to incoming telephone calls and take messages/action as appropriate • To draft reports and correspondence as required • To support the Office Manager in delivering the One Care ‘meetings map’ ensuring that the right colleagues attend the right meetings and that there is effective communication systems in place • Service meetings as required including any identified practice locality meetings • To attend meetings and take accurate minutes to be circulated as well as monitor and follow up actions as required • To support the office manager in relation to ensuring compliance with all office health and safety and other statutory requirements • Maintain filing systems as necessary, including HR information systems; facilities spreadsheets and corporate governance mechanisms. • To ensure appropriate management information is available to all relevant decision-makers in a timely way • To manage paperwork, actions and decision-making audit trail • To undertake projects and research as necessary and directed • To provide support with events and communications activities • To provide HR administration support including recruitment processes, payroll information, sickness absence and leave records and staff training logs • To assist with the preparation of agendas and papers, taking minutes and distributing notes of a range of meetings • Formatting and producing a variety of documents to a high standard • Liaising with GP practices and other stakeholders as required • Collating, inputting and presenting data for specific projects and assisting in the interpretation of the data

	<ul style="list-style-type: none"> • To work closely with other members of the One Care office team to deliver a high quality support functions • To operate standard office equipment • To undertake any other duties commensurate with the role
<p>General duties:</p>	<p>Actively promotes and lives the OCL values on a day to day basis including the ‘Nolan’ principles of public life:</p> <ul style="list-style-type: none"> • Selflessness – work solely in the interests of shareholders and the public. • Integrity – must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships. • Objectivity – must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias. • Accountability –are accountable to the shareholders for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this. • Openness – should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing. • Honesty – should be truthful • Leadership – should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs. • The post holder may be required to work additional hours to cover holidays and sickness • Communicate and provides highly complex information to a wide range of internal and external stakeholders. (verbal, written and numerical) • Maintain highest standards of honesty, integrity, consistent attendance, punctuality, personal appearance and treat everyone as you would wish to be treated.

	<ul style="list-style-type: none"> • To attend all statutory and mandatory training courses specific to this role and to adhere to relevant health and safety procedures • To be available for staff meetings, team meetings and meetings with managers • To have a good understanding of and follow company policies and procedures • Establish and maintain effective working relationships with co-workers and with all stakeholders including members of the general public. • To summarise information to support staff performance and development reviews with line managers • To meet regularly with the line manager to discuss objectives, delivery and manage any issues as well as attend performance and development reviews • Be an excellent ambassador for the organisation in all external dealings
Key Stakeholders	<ul style="list-style-type: none"> • One Care Team • Executive Team • OC Board • Locality Provider Boards • General Practice • Shareholders and wider system partners

Flexibility

This role profile is intended to provide a broad outline of the main responsibilities only. The postholder will need to be flexible in developing the role and in initial and ongoing discussions with the designated manager.

Confidentiality

- Under the Data Protection Act 1998, the postholder must maintain the confidentiality of information about patients, business organisations and their staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.
- 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, practice staff and other healthcare workers. They may also have access to information relating to the practices as business organisations. 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 the practices, GP Care or BrisDoc may only be divulged to authorised persons in accordance with programme procedures relating to confidentiality and the protection of personal and sensitive data

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 organisational procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff.

Environment

The postholder needs to be aware of the programme's impact on the environment and be vigilant and pro-active in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.

Smoking

Smoking will not be tolerated inside any One Care Limited building or vehicle.

Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974 therefore you are required to declare all criminal convictions, cautions, reprimands or final warnings and a Criminal Records Check will be carried out on your behalf.

This post is not exempt from the Rehabilitation of Offenders Act 1974 therefore you are only required to declare any convictions you have which are not 'spent' under the act.

PERSON SPECIFICATION

QUALIFICATIONS AND EXPERIENCE		
Criteria	Requirement	Measurement/Testing Method
Good general education	Essential	Application and Interview
Experience and/or qualification in Business Administration or equivalent	Desirable	Application and Interview
Experience of providing high quality administrative support	Essential	Application and Interview
Experience of providing effective customer facing service internally and externally	Essential	Application and Interview
Experience in information and data handling - collecting, analysing, storing and presenting both effectively	Essential	Application and Interview
Experience of diary management, planning meetings for committees, producing papers and minute taking	Essential	Application and Interview
Proven analytical, numeracy and communication skills	Essential	Application and Interview
High level of proficiency on a number of MS Office tools including Outlook, PowerPoint, Word and Excel.	Essential	Application and Interview
Experience of working in primary care	Desirable	Application
Experience in the use of CRM system and online communication portals	Desirable	Application and Interview
Evidence of working with high standards of accuracy, organisation and efficiency.	Essential	Application and Interview
SKILLS AND ATTRIBUTES		
Criteria	Requirement	Measurement/Testing Method
Excellent oral and written communication skills, interpersonal skills and negotiating ability	Essential	Application and Interview
Capacity to communicate effectively with others, employing skills to motivate, negotiate and influence	Essential	Application and Interview
Confidentiality and tact necessary for dealing with people at all levels, and the most complex and sensitive information	Essential	Application and Interview
High standard of IT skills	Essential	Application
Ability to quickly develop a rapport with a wide range of people	Essential	Interview

Demonstrate a helpful, friendly and positive manner	Essential	Interview
PERSONAL QUALITIES / BEHAVIOURAL ATTRIBUTES		
Criteria	Requirements	Measurement/Testing Method
Motivated by the provision of high quality business service delivery	Essential	Interview
Motivated by a drive for improvement at all times	Essential	Interview
Positive attitude towards innovation and change. Adaptable and able to respond to a changing situation.	Essential	Interview
A strong sense of self awareness and how personal style affects the way colleagues react	Essential	Interview
Positive attitude towards feedback and professional development	Essential	Application and Interview
Facilitative and supportive management style, ensuring commitment and influence across the wider health community	Essential	Application and Interview
Flexible, 'can-do' approach to work	Essential	Application and Interview
Able to maintain a professional and proactive attitude at all times, particularly when operating within a high-pressured, changing environment	Essential	Interview

I confirm that I have read and understood the requirements of the role.

Signed on behalf of One Care:..... Date

Full Name:

Signed by employee: Date

Full Name: