



JOB DESCRIPTION

JOB DETAILS

Job Title: Administrator (ICT & Finance)

Post Holder Name

Hours of Work: 37.5 hrs

Department: Administration

Base: Brunston & Lydbrook

Accountable to: The Practice Manager

JOB PURPOSE

The post holder will support all the ICT systems used within the practice, providing first line technical support for all users, and liaising, as appropriate, with external organisations and suppliers.

The post holder will contribute to service and communications improvements including the implementations of new systems and developments of existing systems.

The post holder will assist with the practice finances, preparing invoices for payment, recording transactions on the practice accounting system, producing reports and reconciliations, and assisting with payroll.

DUTIES AND RESPONSIBILITIES

User maintenance for all systems
<ul style="list-style-type: none">• Setting up, amending, deleting user access in accordance with authorised instructions• Smartcard administration• Maintain spreadsheet of user access to systems, e.g. System 1, TeamNet,
System maintenance
<ul style="list-style-type: none">• General maintenance in respect of all systems• Co-ordinating software updates• Prepare and maintain user guides
System support
<ul style="list-style-type: none">• First point of contact for users in respect of any systems or office equipment faults/issues

<ul style="list-style-type: none"> • Liaising with Countywide IT Services to resolve issues • Assisting with office moves • Provide advice and guidance on ICT matters • Provide training to users as required (eg new users)
<p>Systems implementations/developments</p> <ul style="list-style-type: none"> • Co-ordinate and assist with system implementations and testing • Suggest improvements to systems and implement subject to management authorisation • Developing systems to support the practice system for call and recall for chronic disease management, etc.
<p>Clinical system (System 1)</p> <ul style="list-style-type: none"> • General maintenance, set up and configuration changes including appointment system • Download Ardens protocols, searches and templates • Running and developing reports
<p>Team Net (Clarity GP - web based sharing and compliance platform)</p> <ul style="list-style-type: none"> • Developing the system to meet the needs of the practice • Maintaining annual leave allowances and balances • Adding documents to the system
<p>Communications</p> <ul style="list-style-type: none"> • Communicate appropriately with practice staff, managers and partners as required • General maintenance and support of the telephone system including liaising with the supplier to resolve issues. • Daily monitoring of telephone recording system. • Updating standard messages on the telephone system • Updating website and liaising with the website provider to resolve issues. • General maintenance of the online total triage system in liaison with the supplier. • Processing bulk text messages to patients • Franking machine top-ups and ordering consumables
<p>Information security/Data protection</p> <ul style="list-style-type: none"> • Ensure that all patient interactions are dealt with confidentially and any confidential paperwork is dealt with in accordance with practice protocol. • Adhere to practice policies regarding security and confidentiality • Assist with Data Protection Impact Assessments (DPIAs) • Assist with Data Protection and Security (DPS) toolkit • Maintain Payment Card Industry Data Security Standard (PCIDSS) compliance and ensure declaration is updated annually by deadline.
<p>Other ICT duties</p> <ul style="list-style-type: none"> • Assist with ICT Disaster Recovery policy • Maintain Assets Register • Attend Patient Participation Group (PPG) meetings
<p>Finance</p> <ul style="list-style-type: none"> • Prepare invoices for payment • Record income and expenditure on Practice accounting system • Prepare Drugs statements for input to accounting system • Download invoices and statements for processing from online portals • Input data to Payroll system and assist with payroll processing

- Assist with reconciliations
- Run reports from systems
- Raise invoices and ensure income is received promptly.

Other Duties

- Be mindful of building security, have a thorough knowledge of door and window locks.
- Contribute to maintaining the professional image of the practice.
- Undertake any other duties appropriate to the post as requested by the practice manager or the partners.

QUALITY

The job holder will strive to maintain quality within the practice and will alert other team members to issues of quality and risk. They must assess their own performance and take accountability for their own actions, either directly or under supervision. They must contribute to the effectiveness of the team by reflecting on own and team activities and make suggestions on ways to improve and enhance the team's performance. The employee will work effectively with individuals in other agencies to meet patients' needs and effectively manage their own time, workload and resources.

COMPETENCE

All employees of the Brunston and Lydbrook Practice are responsible for limiting actions to those which they feel competent to undertake. If the job holder has any doubts as to his/her competence during the course of their duties then they should immediately speak to their line manager or supervisor.

PERSONAL/PROFESSIONAL DEVELOPMENT

All employees of the Brunston and Lydbrook Practice will participate in any training programme implemented by the practice as part of their employment. Participation in annual individual performance review includes taking responsibility for maintaining a record of own personal and/or professional development. Also taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

RISK MANAGEMENT

It is a standard element of the role and responsibility of all employees of the Brunston and Lydbrook practice that they fulfil a proactive role towards the management of risk in all of their actions.

This entails the risk assessment of all situations, the taking of appropriate actions and the reporting of all incidents, near misses and hazards.

RECORDS MANAGEMENT

All employees of the Brunston and Lydbrook Practice are legally responsible for all records that they gather, create or use as part of the work within the Practice

(including patient health, financial, personal and administrative), whether paper or computer based. All such records are considered public records and all employees have a legal duty of confidence to service users (even after an employee has left the Practice). Employees should consult their manager if they have any doubt as to the correct management of records with which they work.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Brunston and Lydbrook Practice have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Practice to meet its own legal duties and to report any hazardous situations or defective equipment.

FLEXIBILITY STATEMENT

The content of this Job Description represents an outline of the job 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 light of changing circumstances, following consultation with the member of staff.

CONFIDENTIALITY

All employees of the Brunston and Lydbrook Practice are required to maintain the confidentiality of patients, other members of the public and members of staff in accordance with practice policies.

EQUALITY

The Brunston and Lydbrook Practice will take all practicable steps to ensure that staff are recruited, managed, developed, promoted and rewarded on merit and that equal opportunities are given to all staff. Each employee is responsible for his or her own professional and personal behaviour and there is a requirement for all staff to conduct themselves in a manner, which does not cause offence to another person.

CONTRIBUTION TO THE IMPLEMENTATION OF SERVICES

The job holder will apply practice policies, standards and guidelines. Discuss with other members of the team how the policies, standards and guidelines will affect their own work. Participate in audit where appropriate.

Agreed By:

Employee's Name and Signature:

Date:

Agreed By:

Manager's Name and Signature:

Date

