# Job Description

## Admin Assistant (Finance)

Location: Workington

Hours: 37.5 hours (Full Time)

Salary: Dependant on experience

Responsible to: Service Delivery Lead

**Role Purpose**

Workington GP Practice have an exciting opportunity for an enthusiastic individual to join us as an admin assistant with a focus on finance and supplier management within the newly merged, 5 site practice. Working within a supportive, innovative team to provide administrative support to the Workington practice.

Discretion and confidentiality are essential attributes of a successful practice administrator.

**Job summary**

The post holder will support the Service Delivery Lead with the management and implementation of finance, ordering and supplier contract management systems for the town.

**Duties and Responsibilities**

Duties will include, but are not limited to:

* Working with the Service Delivery Lead on the development and implementation of a town wide system for ordering of stock/stationary across the town
* Undertake general finance duties
* Driven to find and implement solutions to improve the day to day working environment
* Support the administration system for the management and payment of supplier invoices
* Liaising with suppliers
* Developing and maintaining database to ensure appropriate stock levels are maintained across the town so to ensure effective service delivery and that feed into our financial systems
* Provide a robust system for the management of supplier contracts

**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, practice staff and other healthcare workers. They may also have access to information relating to the practice 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 the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data Provide support for Service Delivery Leads where required.

**Health and safety**

The post holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy and the practice Infection Control Policy. This will include:

* Using personal security systems within the workplace according to practice 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
* Actively reporting health and safety hazards and infection hazards immediately when recognised
* Keeping own work areas and general patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role

**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 practice procedures and policies, and current legislation
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
* Behaving in a manner that 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 the practice 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

**Risk Management**

All staff have a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly and when requested to co-operate with any investigations undertaken.

**Quality**

The post-holder will strive to maintain quality within the practice, 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

**Contribution to the implementation of services**

The post-holder will:

* Apply practice policies, standards and guidance
* Discuss with other members of the team how the policies, standards and guidelines will affect own work
* Participate in audit where appropriate

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| **Person Specification** **Job Title: Admin Assistant (Finance)** |
|  | Essential  | Desirable |
| Core Values | * Strong commitment to the vision and values of NCPC
* Genuine interest in and commitment to the needs of the local community
* Commitment to the development of people and services, as required by NCPC
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| Qualifications and Training | * GCSE qualifications or equivalent
 | AAT part-qualified |
| Skills and Experience | * Excellent communication (orally and written) and listening skills
* The ability to manage multiple activities
* Experience in use of IT systems e.g. MS Outlook, MS Word, Excel and the internet
* Ability to prioritise and work to tight deadlines when faced with conflicting demands
* Ability to develop effective administration and support systems.
* Demonstrate good attention to detail
* Work methodically with accuracy ensuring attention to detail
 | * Experience of working in primary care
* Previous experience in Administration
* Previous experience in a finance related role
* Experience in a public facing role
* Knowledge and experience in the use of EMIS clinical system
* Knowledge and experience in the use of an accounting system such as Quickbooks, Xero or Sage
* Customer service skills
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| Personal attributes | * Ability to work and act on own initiative
* Willingness to work flexibly
* Approachable
* Polite and tactful
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| Other requirements |  |  |