

JOB DESCRIPTION

Job Title:	Primary Care Admin Support (SEL)
Band:	4
Department(s):	Commissioning and Planning
Function:	Primary Care Commissioning
Responsible to:	Contracts Manager
Accountable to:	Executive Director Planning & Commissioning
Hours:	15 hrs per week (0.4 WTE)

The South East London ICB is the NHS management unit of the ICS. It is accountable both to NHS England and to the South East London Integrated Care Partnership (ICP). The ICS exists to deliver four core purposes:

- Improve outcomes in South East London population health and health and care services
- Tackle inequalities in outcomes, experience and access suffered by the residents of South East London
- Enhance productivity and value for money in the use of health and care resources in South East London
- Help the NHS support broader social and economic development in South East London.

The ICS is not an intermediate management tier and fundamental to the operating model of the ICS are three fundamental principles:

- **Partnership:** We are a partnership of sovereign bodies coming together to achieve something greater than the sum of the partners. All partners have a voice and all partners have responsibility.
- **Subsidiarity:** We work on the basis of subsidiarity. This means issues and decisions should be dealt at the most local level consistent with their effective resolution.
- **Accountability:** We value both supporting each other and being held to account by each other and our wider partners.



Equality and Diversity

The ICB is committed to providing services and employment to a community with an increasing variety of backgrounds. To do this effectively it is essential that we promote equality and embrace diversity and treat everyone with dignity and respect.

Disability Confident Employer

We are a Disability Confident Employer and support the guaranteed interview scheme and use of the Government's Access to Work Scheme.

Living our values, we are keen to reflect the diversity of society at every level without our organisation.

Our core values are:

- We are collaborative
- We are caring
- We are inclusive
- We are innovative

We welcome applications from all sections of our community including from people with lived experience and/or knowledge of disability or social exclusion.

If you have accessibility requirements and would like further information about the role please contact recruitment-South London (NHS South East London ICB) recruitment-SouthLondonICBs@selondonics.nhs.uk

Please quote the reference for the role you are looking to apply for when contacting us.

JOB PURPOSE

As Primary Care Admin Support, the post holder will work as part of a dynamic team in delivering an effective service supporting managers and staff across Primary Care Commissioning.

The post holder will be responsible for providing administrative support to the South East London Primary Care Contracting Team (SEL PCT) on a part time basis. The team is responsible for managing the general practice contracts across the six south east London boroughs on behalf of South East London ICB.



Duties and Responsibilities

- Provide administrative support to the members of the primary care team, using a range of administrative and computer skills, as well as maintaining a range of knowledge and understanding of procedures, protocols and functions.
- To provide support with the patient allocation process by identifying the nearest GP practices to the patient's home address, in line with the protocol.
- To work independently, using own initiative, prioritising your own workload, to ensure that the work requirements of the department are completed in an accurate and timely manner and contribute to the team atmosphere and collaborative culture and relieve or support other team members as appropriate.
- Act in accordance with all instruction, information and training required in relation to those duties.
- To ensure that the ICB's primary care policies and procedures are adhered to at all times.
- Any other duties as designated by the Assistant Head of Primary Care or Line Manager and commensurate with the post.

Communications & Relationships

- When required, be the first point of contact for the team and deal with telephone enquires received from GP practice and borough primary care colleagues and occasionally from general public. The post holder will be required to deal with telephone enquiries in a professional manner, signpost or initiate appropriate action to ensure that accurate messages are recorded, passed on and progress followed-up if necessary.
- Provide support, when required, with distributing communications to a wide range of stakeholders in a timely manner and managing the team's generic mailbox in line with the agreed protocol. This might include acknowledging, sorting and prioritising all incoming mail and disseminating to the appropriate team member.



Internal:

- Members of the south east London Primary Care and borough primary care teams
- Members of other departments in South East London ICB
- Borough Teams

External:

- Members of the public
- GP Practices
- PCNs
- NHS England
- General Public
- Other healthcare organisations

Financial and Physical Resources

- Review and manage CQC fee reimbursement claim received from general practice and ensure these are processed for payment in line with the protocol.

Staff Management and leadership

- Support Managers with recruitment of team members during interview.

Policy and Service Development

- Implements policies for own work area and proposes administrative guideline or changes which impact the primary care team.

Analytical and Judgement Skills

- To demonstrate good judgement to know when to refer matters and decisions to the relevant colleagues, and when to manage matters and decisions on your own.

Planning and Organisational skills

- Supporting the Primary Care team in arranging meetings with internal and external stakeholders. Minute taking if requested by the lead.

Information management/resources including any databases used / IM&T responsibilities



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- Be the first point of contact for general practice enquiries regarding user access to Calculating Quality Reporting Service (CQRS).
- To receive and log Enhanced Services and other returns from GP practices.
- To have oversight of and log the Primary Care Network Contract DES returns and provide a summary of the information as and when required.
- To log notifications from the Care Quality Commission (CQC), to maintain the log of the published CQC reports, and notify the relevant commissioning manager about the published reports.
- To log admissions, transfers and discharges for the Special Allocation Scheme (SAS) and maintenance of the SAS databases. The post holder will also be required to notify the commissioning manager when an appeal is received and may be asked to send the relevant forms for completion to stakeholders, in line with the protocol.



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GENERAL DUTIES AND RESPONSIBILITIES

Mobility	The post-holder is contracted to work at any appropriate South East London ICB office as necessary for the delivery of the functions of this role.
Just Culture	<p>The ICB is committed to ensuring that people related matters are resolved as early and as informally as possible and that recourse to formal action under any of the HR policies and procedures is only where necessary. This supports the principles of a just culture, where people are encouraged to come forward when things go wrong and supports those who make honest mistakes.</p> <p>The fair treatment of staff supports a culture of fairness, openness and learning in the NHS by enabling staff to feel confident to speak up when things go wrong, rather than fearing blame</p>
Equality & Diversity	<p>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.</p> <p>Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.</p> <p>Staff have a responsibility to ensure that they treat their colleagues and others they may interact with dignity and respect.</p>
Sustainability	<p>SEL ICB is committed to contributing to a net zero NHS, in line with national Greener NHS ambitions. Our contribution will be made by delivery of the ICS Green Plan (https://www.selondonics.org/wp-content/uploads/2022/06/ICS-Green-Plan-2022-2025.pdf). Everyone's contribution is required in order to meet the goals set out in our Green Plan and we encourage all staff to work responsibly; embedding sustainability into their core work and minimising their contributions to carbon emissions, waste and pollution wherever possible.</p>



Raising Concerns	Staff may on occasion have genuine concerns about healthcare matters and consequently the ICB endorses the principle that these must be raised in a responsible and appropriate manner, and if necessary, using the ICB's 'Raising Concerns (Whistleblowing)' policy.
Data Protection	<p>The ICB is registered as a data controller under the Data Protection Act 2018/General Data Protection Regulations. All the personal information we hold, obtain, record, use and share as an organisation is governed by this Act and Regulation.</p> <p>As an employee of the ICB you have a legal responsibility for all personal information you handle and must not at any time use the personal data in a way incompatible with the guidelines stipulated in this act.</p> <p>If you are in any doubt regarding what you should or should not do in connection with the Data Protection Act and the General Data Protection Regulations, then you must contact your Line Manager.</p>
Records Management	<p>As an employee of the ICB, you have a legal responsibility for all records you work with e.g. patient records, financial records, personal, administrative, etc that you gather or use as part of your work within the ICB.</p> <p>The records may be held in a variety of formats such as paper, electronic, microfiche, audio, and video tapes, etc. You must consult your manager if you have any doubt as to the correct management of the records with which you work.</p>
Confidentiality	<p>In the course of your employment, you will have access to confidential information relating to the ICB's business, patients, the STP and its staff.</p> <p>You are required to exercise due consideration in the way you use such information and should not act in any way, which might be prejudicial to the organisation's interests. Information which may be included in the category which requires extra consideration covers both access to the</p>



	<p>general business of the ICBs and information regarding individuals. If you are in any doubt regarding the use of information in the pursuit of your duties, you should seek advice from your Line Manager before communicating such information to any third party.</p> <p>Confidential information should always be treated according to the ICB's rules on confidentiality. Any inappropriate disclosure may be subject to the ICB's disciplinary procedures.</p>
Information Governance	<p>ICB staff must keep up-to-date with the requirements of Information Governance and must follow ICB policies and procedures to ensure that ICB information is dealt with legally, securely, efficiently and effectively.</p> <p>Staff must appropriately manage all the Information they handle during their employment with the ICB, making the information available for sharing in a controlled manner, subject to statutory requirements and the ICB Information Governance Policy, and formal Information Sharing arrangements.</p>
Health & Safety	<p>Employees must be aware of the responsibility placed on them under the Health and Safety at Work Act (1974) to maintain a healthy and safe working environment for both staff and visitors.</p> <p>Employees also have a duty to observe obligations under the ICB's Health and Safety policies and to maintain awareness of safe practices and assessment of risk in accordance with the Risk Management Strategy.</p>
Infection Control	<p>ICB staff are responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems regarding this to their managers.</p> <p>All staff undertaking patient care activities must attend infection control training and updates as required by the ICB.</p>



Financial Regulations	<p>All staff are responsible for the security of the property of the ICB, avoiding loss or damage of property, and being economical and efficient in the use of resources.</p> <p>Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Anti Bribery Policies.</p>
Safeguarding Children & Vulnerable Adults	<p>All employees are required to act in such a way that always safeguards the health and wellbeing of children and vulnerable adults.</p> <p>Compliance with mandatory and statutory training requirements is an essential requirement of all employees.</p>
Risk Management	<p>Managers are responsible for implementing and monitoring any identified and appropriate risk management control measures within their designated area(s) and scope of responsibility.</p> <p>Responsibilities of staff regarding risk management are outlined more fully in the Risk Management Strategy. Staff are responsible for ensuring that they are aware of those responsibilities</p>
Code of Conduct	<p>The Department of Health's Code of Conduct for NHS Managers has been adopted by the ICB for all Director-level and senior management posts. This requires the post-holder to comply with the Code and for their actions to demonstrate a commitment to the Code. In particular, the post-holder must:</p> <p>make the care and safety of patients their first concern and act quickly to protect patients from risk; respect the public, patients, relatives, carers, NHS staff and partners in other agencies; be honest and act with integrity; accept accountability for their own work, the performance of those they manage and of their own organisation;</p>



	Demonstrate their commitment to team working by co-operating with all their colleagues in the NHS and in the wider community.
Acceptance of Gifts and Hospitality	The conduct of staff in the public service should be scrupulously impartial and honest and in this context any offers of gifts or hospitality should be discussed with your manager, prior to acceptance.
Use of new Technology	<p>The ICB is making increased use of computer technology. Most employees (both clinical and non-clinical) are expected to use automated information systems in their work to improve quality and co-ordination of services, to enable faster and more certain communication.</p> <p>Necessary training will be provided. Compliance with the Data Protection Act 1988, Information Governance and the relevant Computer Usage Policy is expected.</p>
Civil Contingencies Act 2004	All staff will note the Organisation's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004).
Smoking or Vaping	Smoking/Vaping by staff, patients, and visitors, is not permitted anywhere on ICB premises.
General	<p>The post holder:</p> <ul style="list-style-type: none"> • may be required to work at any of the ICB's sites in line with the service needs. • has a duty to create, maintain and enhance effective working relationships, both internally and externally <p>This job description provides an outline of the tasks, responsibilities and outcomes required of the role.</p> <p>The job holder will undertake any other duties that may be required which are consistent with the grade and responsibility of the post.</p>



	<p>This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description reviewed regularly during employment.</p> <p>All staff have a responsibility to participate in the ICB's Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.</p>
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GENERAL INFORMATION ON NHS SOUTH EAST LONDON ICB

Local Context

The South East London Integrated Care System (ICS) brings together the health and care partners that serve our vibrant and highly diverse populations resident in the London boroughs of Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark - our Places.

Our partnership brings together six local authorities, over 200 general practices (operating within 35 Primary Care Networks), Guy's and St Thomas' Hospital NHS FT, King's College Hospital NHS FT, Lewisham and Greenwich NHS Trust, South London and the Maudsley Mental Health FT and Oxleas FT. Importantly, the ICS seeks to be connected to the communities we serve (circa 1.92m residents) and work with the widest possible range of community, voluntary and third sector groups and organisations in each borough. The reach of our NHS provider portfolios extends beyond the borders of the ICS, across London, the south of England and nationally for some services.

Our vision for the ICS is a highly performing, sustainable system that looks after its staff, responds to its communities and takes action to reduce the inequalities they experience. As a new organisation we have developed a system development plan <https://www.ourhealthiersel.nhs.uk/SDP-8-November-2021.pdf> that outlines the way in which we seek to operate and the steps we will take to realise the full potential of our partnership.

Our ICS is a 'System of systems' and the Integrated Care Board (ICB) that supports it will work with partners that come together as Collaboratives for acute physical and mental health care; and as Local Care Partnerships (LCPs) that provide multi-agency leadership to the development and delivery of borough focused care. The ICB will relate to and work with residents and the bodies that serve them at neighbourhood, borough and south east London wide levels.



Person Specification

Primary Care Admin Support (SEL) – Band 4

Supporting Evidence

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Factors	Essential	Desirable	Assessment Method
Education / Qualifications <ul style="list-style-type: none"> • Good standard of general education • Secretarial training (or equivalent experience) • Knowledge of a range of administrative and generalist tasks • Excellent knowledge and skills in using Microsoft Office Packages, including Word, Excel and Access databases • Knowledge of shorthand and minute taking 	 √ √ √ √	 √	 A/I
Experience <ul style="list-style-type: none"> • Significant administrative experience including maintaining office systems. • Understanding of Confidentiality and Data Protection Act 	 √ √	 	 A/I



<ul style="list-style-type: none"> • Experience of working in a pressurised environment. • Knowledge of NHS • Experience of being the first point of contact for individuals • Awareness of Primary Care Contracting 	<p>√</p> <p>√</p> <p>√</p> <p>√</p>		
<p>Skills and Abilities</p> <ul style="list-style-type: none"> • Excellent organisational and interpersonal skills • Excellent communication skills. • Ability to deal with contentious situations over the telephone • Able to prioritise workload • Ability to work under pressure and to deadlines • Ability to work on own initiative • Good IT skills • Attention to detail and accuracy • Ability to work with confidential information • Ability to communicate well with staff at all levels both internally and externally 	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>		A/I



<ul style="list-style-type: none"> • Ability to produce active spreadsheets • Ability to maintain an accurate database 	<p>√</p> <p>√</p>		
<p>Other</p> <ul style="list-style-type: none"> • Friendly and calm disposition • Ability to work independently and as part of a team • Ability to work on own initiative. • Commitment to and focused on quality, promotes high standards in all they do • Flexibility to adapt to changing needs of the Department. • Sensitivity and ability to maintain confidentiality • Actively develops themselves and supports others to seeks out innovation. • Able to accept and act on constructive advice 	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>		A/I

Assessment Method

A = Application	I = Interview	C = Certificate	T = Test
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