



JOB DESCRIPTION

1. **JOB TITLE** Primary Care Network Administrator
2. **LOCATION** Nominal Base- CBC Health, Team Valley Gateshead
3. **BAND/SALARY** Band 4
4. **CONTRACT** 15 hours per week, Fixed term 23 months

5. **JOB PURPOSE/SUMMARY**

The post holder will offer administrative support to the PCN Manager and Clinical Directors of Gateshead Central South Primary Care Network (PCN). This individual will be a key point of contact for staff, member practices and will be able to sign post queries to relevant individuals as appropriate. The post holder will provide support in monitoring the progress of activity undertaken by the PCN and analyse and collate data for presentation to internal and external stakeholders. This role involves providing high quality, comprehensive and effective administration skills across a wide variation of work. The post holder will need to be capable of independently travel across Gateshead and work flexibly to meet the needs of the PCN leads and PCN Manager.

6. **KNOWLEDGE, SKILLS, AND EXPERIENCE REQUIRED**

- Good standards of general education - minimum of 4 GCSE's, at Grade 4 or above or equivalent must include English Language.
- Keyboarding/typing qualification equivalent to RSA 3/OCR Advanced text/word processing or equivalent proven typing skills to a high standard
- Educated to NVQ Level 3 in Business Administration or equivalent knowledge/experience (or working towards)
- Experience of working as part of a multi-disciplinary team
- Clear communicator
- Knowledge of computer packages: Microsoft Word, Excel, Access, Outlook, PowerPoint
- Working knowledge of Data Protection and Caldicott Principles
- Ability to prioritise workload
- Ability to work on their own initiative
- Ability to work without supervision
- Ability to compose and correct correspondence
- Ability to communicate effectively, either verbally or electronically with a wide range of professionals and wider stakeholders
- Ability to work independently and with professional discretion
- Experience of working in a healthcare environment

- Daily requirements to sit at desk and use computer/VDU for multiple purposes
- Excellent organisational skills
- Strong interpersonal skills and the ability to build relationships with stakeholders, including all staff, board members, internal and external partners

7. MAIN DUTIES AND RESPONSIBILITIES

Operational Responsibilities

- Provide direct support to the PCN Business Manager and Clinical Directors
- Organise meetings or events related to any PCN activity.
- Support implementation of initiatives through timely and relevant information analysis and administrative support.
- Deliver against agreed objectives, achieving quality outcomes

Functional Responsibilities

- To prepare, produce, review and circulate all documents required for meetings in a timely fashion and to a high standard.
- Minute meetings where required. Drawing up action points, circulating and chasing outcomes.
- Developing and managing implementation plans
- Managing and appropriately distributing mail via an NHS email account.
- Supporting PCN members with all other reasonable administration requests.
- Answering queries and questions in a timely fashion, signposting as required
- Being polite, courteous and professional in customer and stakeholder communications
- Be accountable for the designated portfolio of work

Information Management

- Carry out timely and accurate information analysis and reporting on agreed areas of portfolio and present findings in an agreed manner.
- Develop and maintain electronic systems and/or databases required for the role.
- Maintain all administrative and information resources in keeping with local and national guidance.
- Use and management of GP Teamnet PCN portal

Communication and Relationships

- Maintain positive relationships with a broad range of internal and external stakeholders. This includes but is not limited to:
- Participating in relevant internal and external working groups and initiatives to provide information to inform the development and delivery of the PCNs strategic objectives.

- Work collaboratively across organisations to develop and implement project management processes and data collection systems that will provide accurate and timely data.
- Communicate information and issues, including briefings and reports to support the development of the PCN.
- Be capable of working autonomously but also as part of a team

8. CONFIDENTIALITY

In the course of their work the post-holder will have access to confidential information relating to the company, its staff, stakeholders, and patients. All such information must be treated as highly confidential, and any breach will be subject to disciplinary action. In addition, the nature of this role may mean that the post holder also has access to information regarding local general practices and this should also be treated as confidential.

Must abide by Caldicott Guardian rules and information governance policies and procedures

9. COMMUNICATIONS AND WORKING RELATIONSHIPS

- Excellent communication skills with all staff including:
 - Clinical Directors of PCN
 - PCN Business Manager
 - PCN Board Members and constituent practices
 - PCN Staff
 - Primary Care Collaboration Team
 - CBC Senior Managers
 - CBC Staff
 - GP practices across Gateshead
 - NGCCG
 - CCG Facilitators
 - LA colleagues
 - GHNFT Colleagues
 - Internal and external stakeholders
 - Confident communicator internal and external to the organisation, ability to deal with difficult situations professionally
 - Ability to remain calm under pressure

10. PERSONAL AND PEOPLE DEVELOPMENT

The post-holder will participate in any training implemented by CBC Health as part of their employment relevant to the needs of this post, and in line with the companies policies and procedures

Is responsible with the PCN Manager for appraisal and self-agreed development outcomes

Must participate in CBC's appraisal and workforce development plans

May be required to support in the development of others/more junior/trainee staff
Must undertake any training required to fulfil this post

11. WORKING CONDITIONS:

- Frequent use of VDU
- Occasionally exposed to verbal/violence and aggression
- Working autonomously
- Working as part of a team
- Regular Interruptions when concentrating
- Time constraints
- Working in confined spaces at times
- Independent travel potentially in unpredictable weather
- Working to competing deadlines and priorities

12. HEALTH AND SAFETY RESPONSIBILITY

It is the responsibility of the individual to work in compliance with all current health and safety legislation and the company's Health and Safety Policy and to attend any training requirements both statutory and mandatory in line with the company's legal responsibility to comply with the Health and Safety and Welfare at Work Act 1974.

13. INFECTION CONTROL

It is the responsibility of all individuals to comply with infection control policies and to attend any appropriate training requirements in line with the company's responsibility to comply with Government Directives, including COVID-19 regulations.

14. PRIVACY & DIGNITY & RESPECT AND EQUALITY OF OPPORTUNITY

CBC Health is committed to ensuring that all current and potential staff, patients, and visitors are treated with dignity, fairness, and respect regardless of gender, race, disability, sexual orientation, age, marital or civil partnership status, religion or belief or employment status. Staff will be supported to challenge discriminatory behaviour.

15. PROFESSIONAL CODE OF CONDUCT

To abide by the Code of Practice of Professional body as published by the relevant regulatory body.

16. PARTNERSHIP WORKING

CBC Health delivers services with Partner organisations as part of Gateshead Care Partnership. The other Partner organisations are made up of, QE Trust, Gateshead Local Authority, CNTW (Mental Health Trust) and Newcastle Hospital Trust.

Collaboration, mutual respect, and trust are fundamental to successful partnership working.

All staff employed into the company will frequently be working across organisational boundaries to ensure patient safety is paramount, and pathways of care are seamless and inclusive. All staff are expected to work professionally, respectfully and in collaboration with the partners and with frequent contact with voluntary and third sector organisations.

17. GENERAL

This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the company.

PERSON SPECIFICATION
Primary Care Network Administrator

Criteria	Description	Essential	Desirable	Method of Assessment
Qualifications	Good standards of general education - minimum of 4 GCSE's, at Grade 4 or above or equivalent must include English Language	✓		<i>A/C</i>
	Keyboarding/typing qualification equivalent to RSA 3/OCR Advanced text/word processing or equivalent proven typing skills to a high standard	✓		<i>A/C</i>
	Educated to NVQ Level 3 in Business Administration or equivalent knowledge/experience (or working towards	✓		<i>A/C</i>
Skills knowledge and experience	Experience of working as part of a multi-disciplinary team	✓		<i>A/I</i>
	Clear communicator	✓		<i>A/I</i>
	Knowledge of computer packages: Microsoft Word, Excel, Access, Outlook, PowerPoint	✓		<i>A/I</i>
	Ability to prioritise workload			<i>A/I</i>
	Ability to work on their own initiative	✓		<i>A/I</i>
	Ability to work without supervision	✓		<i>A/I</i>
	Ability to compose and correct correspondence	✓		<i>A/I</i>
	Ability to communicate effectively, either verbally or electronically with a wide range of professionals and wider stakeholders	✓		<i>A/I</i>

	Ability to work independently and with professional discretion	✓		<i>A/I</i>
	Excellent organisational skills	✓		<i>A/I</i>
	Experience of working in a healthcare environment		✓	<i>A/I</i>
	Working knowledge of Data Protection and Caldicott Principles		✓	<i>A/I</i>
Other	Daily requirements to sit at desk and use computer/VDU for multiple purposes	✓		<i>A/I</i>
Assessment will take place with reference to the following information				
A = Application form I = Interview P = Presentation T = Test C = Certificate				