

Job title:	Administrator
Salary:	£17,597 per annum pro rata
Accountable to:	Administration and Quality Manager
Location:	Here, 5th Floor, 177 Preston Road, Brighton

The team

Practice Unbound is a service and innovation arm of the award winning Here, a not-for-profit social enterprise based in Brighton. Our team have been working together in healthcare since 2008.

As Practice Unbound we make tools and provide services that allow NHS practices to free up much needed GP time. And when you commission services through Practice Unbound, we reinvest in Primary Care development.

Using our Primary Care solutions, we bring healthcare professionals together to explore their biggest challenges, and to create new ways of looking after our communities, and each other.

Job Summary

You will provide a high standard of administrative support, engaging and liaising with all members of the Practice Unbound team to help them have the right information when they need it.

You will develop a good knowledge of our products to enable you, with support, to ensure tasks given to you are completed effectively and in a timely manner.

You will be expected to deliver on regular tasks with delegated authority and ad hoc tasks as and when requested by your support manager or other members of the leadership team.

You will maintain confidentiality and professionalism at all times.

Job description

- Working with the Senior Administrator and Administration and Quality Manager to ensure the smooth running of all Practice Unbound programmes
- Taking and writing up meeting minutes or outputs from Workshops
- Diary management for team activities and leadership team for regular or ad hoc meetings
- Working with other teams within the organisation to negotiate use of meetings rooms for Practice Unbound activities

- Setting up rooms for workshops or meetings, incl. video conferencing and audio set up, room set up etc.
- Create and follow consistent paper and electronic filing systems
- Monitor stationary and supplies for PU and ensure they are regularly replenished
- Making up information packs of documents for participants of meetings and workshops in line with delivery schedules
- Researching locations and venues based on specific requirements for Practice Unbound national activities
- Maintaining communications lists, creating and circulating staff communications so that everyone is kept in the loop
- Using a Customer Relation Management (CRM) system to ensure our records on our customers are accurate
- Plan and organise your own daily tasks as agreed within the Administration team
- Progressing chasing and answering queries relating to projects held by the Administration team
- Work autonomously within your task remit ensuring good prioritisation and escalation of barriers to complete within the deadlines given
- You will provide support, as directed; to Practice Unbound and other members of the wider Here team as required

Person specification

- Experience of working in an administrative environment for at least 1 year
- Good knowledge of administrative procedures and processes
- Ability to follow process and deliver on agreed actions in a timely manner
- Good verbal and written communication skills and ability to build good working relationship with other team members
- Excellent organisational skills and ability to manage a recurring workload
- Good knowledge of and experience in using Microsoft Software packages including Word, Excel, PowerPoint and Outlook
- Excellent attention to detail and able to accurately enter data into various systems
- Knowledge of CRM systems or ability to pick up new systems and software quickly
- High attention to detail
- A fast learner who can work to deadlines and see tasks through to completion

- Professional and able to work logically, at a fast pace and calmly under pressure
- Ability to prioritise and escalate issues and risks within your workload

About us and our culture

We are a not-for profit, social enterprise, membership organisation delivering NHS services. Our members are local GPs, practice managers, practice nurses and our own staff.

We believe these things to be true

- Care is something we can choose to show for ourselves and each other at any time. Care is not exclusive to an appointment or a medical intervention
- We have a right to take control of our lives
- It takes courage to step forward and effect change. The capacity to lead is within us all
- Every interaction can be powerful if we choose to engage consciously. We know the ripples from these movements can go on to create profoundly positive change
- True care is a way of living that creates meaning between us all

Our Purpose in the World

Care Unbound. To create more possibilities for care in every moment.

How we work in service of our purpose

- We strengthen our capacity to care for ourselves and each other
- We recognise each opportunity to help people make meaningful choices
- We encourage ourselves to be guided by our values in the work we do every day
- We develop the capacity for leadership in ourselves and with all those we engage with
- We make improvements quickly where we recognise the opportunity, rather than waiting for perfect solutions
- We bring together the right people organisations and ways of working to create true partnerships

We believe in enabling people to take control of their health care journeys – we help to change the way health and wellbeing services work so care can focus on what matters to individuals.

We work to ensure that our culture is one that allows everyone to come to work as their ‘whole’ selves. For most of us, work takes up a big part of our day. We want to ensure that it’s enjoyable and speaks to us on a level deeper than ‘just getting the job done’.

Because of this:

- We run a coaching programme which enables everyone to learn how to become a coach and have access to coaching when needed
- We have a process called 'Pirate Dave' which allows peer-to-peer conversations about development
- We have a staff-run 'Wellness Group' that enable staff to set up initiatives that link to wellness/wholeness. This has included running yoga, installing a ping pong table in the rec room and buying free fruit for staff
- We have a staff-run 'Time & Spaces Group' who run organisational wide projects to ensure that every voice from the organisation is heard. They have been a big part of our recent office refurbishment which included installing a quiet room covered in grass for when we need to take a break and running an artwork competition so we can cover our walls with art created by our staff.
- We host mindfulness sessions twice per day

USE OF NEW TECHNOLOGY

We will make use of computer technology. Staff should expect to use automated information systems in their work in order to improve quality and co-ordination of services, and to enable faster and more accurate communication within and outside of the organisation.

CONFIDENTIALITY

As an employee of 'Here' you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by 'Here'. Under no circumstances should such information be divulged or passed to any unauthorized person. This includes holding conversations with colleagues concerning patients or staff in situations where the conversation may be overheard. Breaches of confidence will result in disciplinary action which may involve dismissal.

EQUAL OPPORTUNITIES

Our policies and practices are designed to ensure equality of opportunity in employment and service delivery. All staff are expected to comply with these policies and practices.

HEALTH AND SAFETY

All staff have a responsibility to perform their duties in such a way that accidents to themselves and to others are avoided, and to cooperate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees

will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

NO SMOKING POLICY

We operate a no-smoking policy. This applies to all staff and visitors. This policy also includes travelling in 'Here' owned or leased vehicles during work time and whilst travelling in their own vehicles whilst on duty, in work time or whilst on 'Here' premises. It is a condition of employment for staff that they do not smoke whilst on duty or anywhere on the premises including the car park.

TRAINING AND DEVELOPMENT

All employees have a responsibility to undertake statutory and mandatory training that is required by 'Here'. In accordance with the Training and Development Policy staff are expected to actively participate in the appraisal system and using this process to develop a Personal Development Plan (PDP).

AGREEMENT

This job description will be reviewed as necessary and may be amended to meet the changing needs of 'Here'. It will also be used as the basis to set performance standards and/or objectives and the contents will be used as part of annual appraisals. This job description has been agreed between the post holder and 'Here'.

Employees

Signature:

Print Name

Date:

Manager Signature:

Print Name:

Date:

JD author (name and job title):	Kerry Few (Integrated Operations Lead)
Date JD agreed:	05/04/2019
Brief description of reason for review (if applicable)	New job role
Version number	V1.0