**Derby & Derbyshire GP Provider Board (“GPPB”)**

**Administrator**

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| **Job title** | Administrator |
| **Accountable to** | Head of Operations and Delivery |
| **Working hours** | Up to 37.5 hrs |
| **Salary** | £26,350 - £29,114 FTE depending on experience  Fixed term contract until March 2026. |
| **Base** | Flexible with at least 2 days per week office based at RTC, 2nd Floor, Kelvin House, Derby, DE24 8UP and any future location of the business.  Some business travel will be expected as part of the role. |

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| **About Us** |
| Derby and Derbyshire GPPB has been created to provide a single, appropriately representative and learned Derbyshire GP voice into the Integrated Care System (ICS) at all required strategic, operational and workstream levels. It provides a collaborative voice for developing the future of general practice provision within the Derbyshire health and care system and seeks to maximise the opportunities to lead general practice to improve patient outcomes and reduce health inequalities.  Derbyshire GPPB works closely with [Derby & Derbyshire LMC](https://www.derbyshirelmc.org.uk/) and [The Hub+ Derbyshire](https://www.thehubplus.co.uk/) to provide a wide  range of support to General Practice, recognising the fundamental role General Practice plays in providing care to patients in an increasingly complex and challenging environment. |

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| **Job Summary** |
| As an experienced administrator your primary role will be to provide effective office management and administrative duties to support the development and delivery of a wide range of initiatives supporting general practice in Derby and Derbyshire. The role is busy, varied and important to our success. It requires working independently and developing close relationships with the Executive team, Board members, clinical leads and external stakeholders, many of which are not office based. You will support the effective delivery of agreed projects by providing professional and comprehensive business and administration support. |

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| O **Organisational Chart** |
| Executive Team |
| **Main Duties, Tasks and Responsibilities** |
| **Administrative duties**   * Undertake general administration duties maintaining organised and up to date documentation, ensuring information is saved and archived effectively. * Diary management and coordination of Executive Team where required. * Coordinate the planning and delivery of multi-agency meetings and small events, taking meeting notes and producing agendas/minutes. * Ensure compliance with company policies and procedures along with data protection regulations. * Drafting of reports and presentations as required. * Management of a central inbox, drafting and sending correspondence. * To provide a comprehensive administration and IT support, using a range of IT applications to monitor, prepare and validate databases as appropriate producing accurate operational reports as appropriate for the department. * Awareness and understanding of sensitive information, ensuring strict confidentiality at all * times. * Coordinate office space arrangements and equipment maintenance with colleagues from The Hub+ and LMC.   **Stakeholder Management**   * Act as the primary point of contact for the organisation, handling enquiries, professionally and directing appropriately and delivering exceptional levels of customer service. * Foster strong relationships both internally and externally with key stakeholders inline with our vision and values. * Responsible for effective communication across all boundaries using negotiation and persuasion skills to ensure the delivery of a comprehensive support service. * Act as a liaison between the administration teams across Derbyshire LMC and The Hub +   **Finance**   * To be responsible for the timely processing of, invoices/invoicing, payroll, expenses etc. Working closely with the accountants to ensure adherence to policies. * Assist in monitoring project budgets.   **Project Support**   * Plan and implement a work schedule, to ensure an efficient and timely output within all areas of responsibility, in line with GPPB priorities. * Co-ordinate the timely delivery of regular and ad hoc, data / information requested by the management team, producing reports as required. * Undertaking any additional related project work as directed, including obtaining information from the internet, collation and reporting of survey data in order to produce reports and spreadsheets and organising and attending promotional events in conjunction with the managers.   **Continuous Improvement**   * Identify opportunities for process improvement. * Assist in implementing and updating administrative processes for improved efficiency. * Provide feedback and suggest improvements for all areas of responsibility and as part of the wider team.   **Key relationships:**   * Internal team including Executives, GPPB Board members and Clinical Leads. * PCNs and GP Practices * Hub + and LMC * NHS Foundation Trusts * ICB |

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| **Qualifications and Experience** | |
| **Criteria** | **Requirement** |
| A good standard of English to GCSE or equivalent level, and the ability to demonstrate both excellent written and verbal communication skills. | Essential |
| Qualification in Business Administration or equivalent knowledge and skills. | Essential |
| Advanced level of IT literacy with experience of using a range of IT applications, in particular Excel. | Essential |
| Professional secretarial / minute taking qualification. | Desirable |
| Good knowledge of administrative procedures e.g. standard operating procedures, version control etc. | Essential |
| Experience of providing personal assistant services e.g. diary management and meeting coordination. | Essential |
| Previous experience working in a busy/demanding administrative role. | Essential |
| Understanding of financial policies and procedures. | Desirable |
| Experience of supporting and coordinating small projects. | Desirable |
| **Skills and Attributes** | |
| **Criteria** | **Requirement** |
| Demonstrate GPPB values and vision at all times. | Essential |
| Able to work independently and as an effective team member when under pressure whilst continuing to work to meet tight deadlines often within a complex and rapidly changing workload. | Essential |
| Manage delivery of a high standard of customer service and quality with the ability to communicate professionally at all levels in a helpful and courteous manner. | Essential |
| Excellent organisational, interpersonal, influencing, presentation and administrative skills. | Essential |
| Independently manage complex and rapidly changing workload within guidelines. | Essential |
| Ability to implement changes to working procedures, use negotiating and empathetic skills to motivate staff to accept changes in working practices. | Essential |
| **Personal Qualities / Behavioural Attributes** |  |
| **Criteria** | **Requirement** |
| Enthusiastic and positive attitude. | Essential |
| Adaptable and able to respond to innovation and change. | Essential |
| Excellent interpersonal skills and ability to work as a team member and independently. | Essential |
| Commitment to continuous professional development. | Essential |
| Interested in supporting general practice to have an impact on patient care across Derbyshire | Desirable |
| **Governance** |  |
| **Criteria** | **Requirement** |
| To understand and adhere to the policies and procedures of GPPB contained with the Employment Contract and Staff Handbook. | Essential |