



PHOENIX HEALTH GROUP

JOB TITLE: **Business Administrator**

REPORTS TO: **Practice Manager**

Job Summary:

We are looking for an experienced Administrator to support the Practice Manager in the effective administration of the Practice. The Business Administrator will work under the direction of the Practice Manager, supporting with key business functions, such as finance, governance, quality improvement and performance.

The Business Administrator will also enhance a number of key systems in the Practice in both clinical and administrative areas, making use of various NHS platforms in order to do so.

Duties and Responsibilities:

Finance:

- Review all income and expenditure statements, identifying any inaccuracies and rectifying any such issues, informing the Practice Manager as required.
- Inputting monthly GMS, drug statements and business statements into Quickbooks, ensuring accurate categorisation.
- Perform monthly searches to ensure automatically extracted data is correct for Enhanced Services, submitting manual claim forms where there are errors.
- Perform quarterly searches to identify Enhanced Services activity for manual claiming, including services commissioned under Public Health and those commissioned by the Integrated Care Board.
- Support the Lead Dispenser with ensuring all costs associated with Personally Administered items have been claimed, running monthly searches to identify any missing activity.
- Maintain an effective system for the handling of petty cash and cheques.
- Act as the interface between Practice teams and patients concerning payments for private work.
- Submit monthly premises claims for reimbursement and ensure that income claimed has been received.

Governance & Compliance:

- Support the Practice Manager with the maintenance of the Information Asset Register, Data Protection Impact Assessments, changes to the Practice Privacy notices and any tasks relating to information and data sharing.

- Support the Practice Manager with ensuring compliance with Health & Safety regulations.
- Provide support, monitoring and organisation of the monthly PLT meetings, ensuring mandatory training is evidenced and documented. Provide administrative support for the organisation of the PLT meetings, including keeping attendance records for CPD audits and liaising with the clinical training leads to offer any support required.
- Collating and presenting any Quality Improvement Audits and ensuring with the Team Leads that actions have been completed and any necessary changes have been implemented.

General:

- Attend Part 1 of the Practice Meeting each week, taking the minutes of the meeting and distributing to the whole practice team.
- Attend quarterly Patient Participation Group meetings and take the minutes of those meetings.
- Supporting the Practice Manager and IT & Communications Manager with the maintenance of the Practice profile on the NHS profile finder, NHS choices and responding, where relevant to reviews submitted online.
- Coordination and compilation of results for the Friends and Family Test.
- Prepare information relating to the monthly PHCT meetings, ensuring the patient list is correctly maintained, inviting relevant stakeholders and taking the minutes.
- Act as the interface between NHS national screening services and the Practice, including the diabetic eye screening team, the AAA team, Immunisation catch up teams etc.
- Maintaining and adding staff bios to the website and adding and removing recruitment adverts.
- Tracking revalidation, ensuring all registered staff have an in-date registration.

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.

Health & 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, to 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.
- Reporting potential risks identified.

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 recognizes 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 which 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.

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 their own work.
- Participate in audits where appropriate.