

JOB DESCRIPTION	
Job title:	Locality Support Administrator
Team/Department:	Operations
Location:	Kingston House, Ashford
Hours of work:	As agreed, and in accordance with the contract of employment
Job title the post holder will report to:	IUC Operations Manager Kent & Sussex
Job titles reporting to the post holder:	None applicable
Date the role profile was revised:	January 2024
<p>JOB PURPOSE</p> <p>The post holder will be responsible for providing clerical and secretarial support to the locality management and operational teams, whilst being the first contact facility for staff and the public.</p>	
<p>KEY RESPONSIBILITIES AND ACCOUNTABILITIES</p> <ul style="list-style-type: none"> • General receptionist/secretarial duties, answer the telephone to callers, relaying messages to appropriate personnel where possible or relaying accurate and relevant messages where appropriate. • Support Service Managers (SM), Team Managers (TM) and Operations Managers (OM) by feeding back all issues and concerns. • Organise and co-ordinate all internal and external post, including broadcast e-mails and maintaining distribution lists. • Maintain an accurate stationery database and stock levels. • Liaise with the Locality Quality Lead and Pharmacy Lead to ensure that Medicines and Medical Device Alerts are monitored and promptly dealt with. • Deal with general enquires from surgeries in a timely manner and pass through to relevant staff. • Assist the rota team as required and collate and disseminate handover packs. • Collate documents and data as required e.g., audit information as required. • Assist with mandatory training, set up and complete paperwork and run, monitor, and feedback as and when required. • Maintain petty cash, complete monthly spreadsheet for Finance Dept. 	

- Work with the locality and Finance team to complete accurate invoice management processes in a timely manner.
- Produce a daily sitrep of work completed and any issues or concerns.

Quality Standards and Clinical Governance

- Ensure that the locality works within the clinical governance structures of IC24 to ensure the highest standards of patient care.
- Ensure that all staff have the required employment checks in place before starting work.
- Ensure that induction and mandatory training is completed and maintained in line with organisational KPIs.
- Work with local providers to ensure continuity of care for all patients.
- Understand all locality contracts and service level agreements.
- In collaboration with Operations Manager monitor and implement changes in a timely and appropriate manner from regular data, feedback, and shift reports from on call activity to the management team as agreed.

Financial

- Assist the management team in identifying savings and increased revenue within the locality and help to implement appropriate changes.
- Process timesheets: check against Quinyx/ shift reports, send to SM/TM for approval then forward to payroll by the due date.

Planning Service Development and Performance Management

- Participate in regular performance reviews of OOH services as required. To include booking of rooms, preparation work, agendas and completing of minutes as required.

Organisational Development

- Be part of a culture within IC24 based on shared values, mutual respect and the care and welfare of patients and staff.

- Promote a learning environment, which exploits opportunities to develop innovative approaches to meeting specific needs.
- Broaden knowledge of local and national guidance in relation to contracts including local Sustainability Transformation Partnerships (STP).
- Strive to build excellent working relationships with other IC24 employees and partners.

Additional Duties

- Comply with the company's Equality and Diversity Policy.
- Attend all appropriate local meetings to improve local knowledge and key working relationships when required.
- Work with the Locality Rota Administrators to ensure complete rota cover and forward planning and support in absence cover when appropriate.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders including the following:

- Operational Management Team
- Locality administration staff
- Salaried and Sessional GPs
- Nurse Practitioners
- Regional Medical Director
- IC24 Management

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different

sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check

with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring a standard DBS check.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore, the post holder is not required to disclose any spent convictions.

PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications and training	Excellent level of English and IT skills		C.V and Interview
Experience	General office and administrative experience	Previous Primary Care, clinic or out of hours experience	C.V and Interview
Knowledge, Skills and Abilities	<p>IT literate with excellent keyboard skills</p> <p>Considerate and helpful telephone manner</p> <p>Calm and courteous manner</p>		C.V and Interview
General	<p>Able to be flexible and adaptable and work under pressure</p> <p>Well organised, able to plan and prioritise workloads effectively, with excellent time management skills</p> <p>Able to act on own initiative and be an effective problem solver</p> <p>Self-motivating with tact, persuasiveness, and flexibility of mind</p> <p>Able to work as a contributing member of a team</p>		C.V and Interview

Requirements	Essential	Desirable	How identified
Other Requirements		<p>Full car driving license</p> <p>Able to provide own vehicle to travel to alternative offices when required</p>	