

## HORFIELD HEALTH CENTRE

[www.horfieldhealthcentre.nhs.net](http://www.horfieldhealthcentre.nhs.net)

**JOB SPECIFICATION** – Business Support Officer

**RESPONSIBLE TO** – Practice Business Manager

*This role is responsible for supporting the Practice Business Manager and other departments in key administration tasks, initiatives and projects.*

**OUTLINE OF DUTIES (This list is not exhaustive and may be subject to change as circumstances dictate)**

- Responsible for providing daily support to the Practice Business Manager, including daily management of Practice Business Manager e-mail account.
- Responsible for the management of Enhanced Services.
- Responsible for providing support to the GP Quality Outcomes Framework lead.
- Taking on the process improvement initiatives across the practice, particularly within administration.
- Supporting the in house GP appraisal process.
- Finance – enhanced services and public health payments.
- Responsible for ordering of medical and office supplies.
- Responsible for other long and short term projects.
- Attend training and staff meetings as required.
- Be responsible for other tasks as requested and agreed.

**PERSON SPECIFICATION** Ideally we would like to appoint someone as follows.

1. **Competencies** – Strong IT skills and ability to manage data. An organised and flexible approach to work, with the ability to plan, prioritise and balance often conflicting demands. The ability to build effective relationships with colleagues. The ability to work on own initiative and be self-motivated, with a ‘can-do’ attitude. A proactive and creative approach to problem-solving.
2. **Qualifications and training** – Formal qualifications are not required. Familiarity with the EMIS Web medical computer system is highly desirable. Previous training within healthcare or administration. A willingness and desire to learn is essential.
3. **Experience** – ideally: Experience of administration, data management, and IT within a healthcare environment some prior knowledge of CQRS and Enhanced Services would be preferable. Knowledge of commonly used software. As important is the ability to learn, with training provided, the necessary skills in these areas.
4. **Organisational fit** – A good team worker who believes in customer service. Takes personal responsibility to make themselves an amenable, compatible and effective team member.
5. **Special requirements** – To be able to maintain confidentiality.
6. **Organisational progression** – The practice is committed to staff training and continuous professional development. The successful applicant will be prepared to

identify training requirements, attend training sessions and put the learning into practice.

### **Terms and Conditions**

37.5 hours per week across 5 days:

Working 7.5 hours per day (alternate weekly shifts of 8:00-16:00/ 09:30-17:30), Monday to Friday. This may be subject to change in light of future business needs.

Rate of Pay: £9.42 - £10.69 per hour depending on experience WTE £18.369.00 - £20.845.50

ANNUAL LEAVE:

<b>Length of Service</b>	<b>Annual Leave and General Public Holidays</b>
On Appointment	27 days + 8 days
After 5 years' service	29 days + 8 days

PENSION SCHEME:

Staff are eligible to join the NHS Pension Scheme.

REVIEW:

This role has developed from the administration development role and the duties will continue to evolve over time.

This statement may be subject to review and amendment in light of changing needs.