**Job Description**

**Title: Administration Assistant**

Reports to: Head of People and Practice Services

Accountable to: Head of People and Practice Services

Key relationships: OHP team members, OHP GP Partners, OHP Practice Managers, PCN Managers/Clinical Directors, Service Providers (eg landlords, printers, office suppliers)

**Role summary**

The Administration Assistant will provide support to the OHP Central Team, to help to maintain smooth processes and procedures for the delivery of OHP services to the Partnership and PCNs.

The role will act as a first contact point for the team from any external or internal stakeholder or customer.

The post holder will lead on the production of internal communications to our practices i.e. regular newsletters, manage social platforms and the Partnership webpage.

The role will support the OHP Administration Officer and will participate in the delivery of the PCN recruitment programme that is undertaken.

**Role Duties**

* Support the Head of People and Practices with all aspects of their job
* Liaise with landlords of the OHP offices with any issues that need to be addressed, and organising any decorating or building work to be carried out
* Responsible for managing and actioning the process of placing OHP job vacancies on the OHP website
* Responsible for production of the OHP Newsletter – producing the newsletter to a high draft standard for sign off by senior management of OHP
* Maintain and update the OHP website by way of monthly reviews
* Maintain the central distribution lists
* Manage any new Partners joining OHP by completion of appropriate forms and distribution of New Partner Packs
* Co-ordinate administration process for new practices joining the OHP Partnership, liaising with all parties as required
* Manage Partners leaving and work closely with the Compliance and Contracting function to maintain the Partnership Deeds
* Support the OHP Board by preparing papers, ensuring actions are completed, drafting agenda and producing minutes of meetings
* Support the PCN Administration Officer with recruitment of all OHP PCN employed staff and ongoing PCN HR support e.g. preparing letters, ordering ID badges, booking interviews, reference requests
* Attend OHP meetings and act as note taker as required (including Board sub committees and HR related meetings)
* Update information and dates for renewal of office regulatory requirements e.g. H&S, Fire Safety, Electrical Testing and informing Head of Compliance & Contracting when they are due
* Arrange meetings and events, as and when required, including venue booking, production of invites and papers/presentation/registers/minutes etc.
* Attend meetings/conferences (with the central team and independently)
* Ensure that the supplies for the central office are in place by placing timely orders and maintaining the links with preferred suppliers whilst monitoring prices to ensure cost savings
* Partaking in continuous development to better further self and career within OHP
* Participating in the OHP operational out of hour’s on-call rota for extended access HUBs

**The above list is not exhaustive and due to the nature of the services that OHP central team deliver and the size of the team there may be a requirement for the post holder to undertake other duties as directed by the Head of People and Practice Services**

**Health and Safety**

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

**Equality and Diversity**

We are committed to providing an environment where all staff, service users and carers enjoy equality of opportunity.

We work to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment.

**Confidentiality**

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

**Standards of Business Conduct and Conflicts of Interest**

It is the responsibility of staff to ensure that they do not abuse their official position for personal gain or seek to advantage or further private business or other interests in the course of their official duties. Staff should be informing their line manager if they are working.

**Information and Records Management**

The post-holder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000, and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to OHP policies on records management including creation, use, storing and retention and disposal of records.

Adhere to OHP Identity (using the standard templates)

**Safeguarding Adults and Children**

OHP is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children and must always adhere to them.

**Organisational Change**

As services develop and change, the post holder may be required to undertake other responsibilities within OHP.

**Review:**

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.

**Person Specification**

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| **Criteria** | **Essential** | **Desirable** |
| **Qualifications** | Good standard of education (including English and Maths GCSE/O levels at grade A-C or equivalent | A level or equivalent  Office based qualifications i.e., NVQs  IT Qualifications |
| **Experience** | Experience of working in a busy office environment and providing administrative support  Experience of working in a customer facing role  Experience of managing office systems  Experience of managing and organising meetings – both face 2 face and virtual  Experience of organising events  Experience of taking minutes and preparing board papers | Experience of creating and updating reports  Experience of updating websites  Experience of using databases  Experience of recruitment processes  Experience of primary care |
| **Knowledge & Skills** | Excellent IT skills  Excellent interpersonal skills  Ability to work on own initiative  A full understanding of the need for strict confidentiality | Knowledge and experience of WordPress  Knowledge and experience of mail chimp/SWAY |
| **Qualities & Attributes** | Ability to work under pressure and manage a diverse workload  Organised and able to prioritise workload  Good team player  Ability to communicate well with a variety of people on the phone and face to face  Flexibility in relation to daily routine |  |