

Job Title
Workforce Administrator

Practice Goal(s)
Goal one: Patients the best for safety, quality and experience
Goal two: Our People the best place to work
Goal three: Resources effective and efficient use
Goal four: Certainty communication and delivery

Practice Objectives					
Our vision	Our vision is be a centre of excellence for Primary Care				
Our values	Patient Centred	Fair	Collaborative	Accountable	Empowered
Our goals	Patients The best for safety, quality and experience	Our people The best place to work	Resources Effective and efficient use	Certainty Communication and Delivery	
Our objectives	Drive quality improvements for patients to become a national champion for patient safety in Primary Care Deliver our contracted services through improved processes removing waste and increasing productivity Involve patient in their care and use their feedback on services they receive Deliver all the mandatory standards in line with all regulatory requirements and clinical best practice guidelines	Develop a highly engaged, high performing workforce and positive patient centred culture delivering great care for patients Be an outstanding Primary Care research and education organisation	Improve financial performance to support the delivery of high quality care	Improve patient care and services through integration and collaboration across networks and care providers Seek out business development and growth opportunities to benefit PMG, patients and the City of York	

Job Purpose

This role exists to work closely with the ROTA team in the creation of weekly clinical rotas;

1. Provide administrative support to the ROTA team in the creation of weekly clinical rotas for nursing / allied health professionals / GP's

Position in Organisational Structure

This position will report to the **JOB ROLE**.

Accountabilities / Responsibilities

(This list is not exhaustive and may be subject to alteration, but the role includes all duties that may reasonably fall within the job purpose)

Main Duties:

1. **This role exists to work closely with the ROTA team in the creation of weekly clinical rotas;**
 - (a) Working closely with the ROTA team; following instructions from the team, accurately, efficiently, and effectively create and publication of the Routine Care Clinical Rota (for all clinician types) according to specification provided.
 - (b) Working closely with the ROTA team; following instructions from the team, accurately, efficiently, and effectively create templates on our clinical system that helps to reduce variation between surgery sites
 - (c) Ensure the sharing / publication / communication of ROTA's; ensure accurate, consistent and effective communication of the clinical ROTA(s) at surgery site level.
2. **Oversee clinical room(s); Closely monitor ongoing availability / forward planning of availability of rooms for our clinicians across the practice.**
3. **Data Inputting:** to accurately, effectively, and efficiently input data into (i) excel spreadsheet that populates a dashboard or (ii) other system(s) in which automatically generates meaningful business information to the managing partners to make business decisions.
4. **Clinician Sickness Absence; XXX**
5. **Point of Contact for Emails:** To provide an excellent first point of contact service for internal colleagues attempting to reach the ROTA team via email. To effectively, efficiently and

appropriately acknowledge, signpost and/or handle basic queries as deemed appropriate

6. **Administration:** Responsible for actioning, effectively and efficiently, any administrative tasks that fall within the scope of this role including producing of documents and basic data reporting
7. **To ensure CQC & H&S requirements,** and any other process or procedure to which you and your team are responsible for, are all documented. It is crucial for this documentation to be accurate, up-to-date and monitored regularly to ensure we remain compliant at all times. I.e. Appropriate and necessary risk assessments are completed, reviewed as appropriate and any resulting actions are acted on
8. To ensure you devote the whole of your time, attention and abilities to your role, our business and its goals
9. Such other administrative duties as may reasonably be delegated from time to time.

(This list is not exhaustive and includes such other duties as may be reasonably delegated and can be subject to alteration)

Values and Behaviours

Behaviours:

- **Priory Way:** At all times to work effectively toward, and in the spirit of, the Priory Way.

The Priory Way

Patient –centred	Fair	Collaborative	Accountable	Empowered
Consistently deliver high quality, safe care	We will treat others how we wish to be treated	Recognise we are all one team with a common purpose	Act with integrity and always be true to our word	Empower colleagues and patients to make decisions
Organise services around the patient and their carers and focus on meeting their individual needs	Strive to maintain the respect and dignity of each patient, being particularly attentive to the needs of vulnerable groups	Include all relevant patients and staff in our discussions and decisions	Be honest with patients, colleagues and our communities at all times	Expect colleagues to help build and maintain staff satisfaction and morale – more can be achieved when staff are happy and proud to come to work
Act with compassion, sensitivity and kindness towards patients, carers and relatives	Act with kindness, compassion and professionalism towards colleagues at all times	Work in partnership with patients, their families and other providers – they will feel in control of their health and care needs	We will act within our competencies, acknowledge our limitations, and accept responsibility for our actions	Celebrate staff who innovate and who go the extra mile for their patients and colleagues

- **Team Work:** Work effectively within a team through a willingness to proactively support and assist their peers, in doing so, contributing to collective team goals

- **Can-Do Attitude:** Ability to react to and face challenges or setbacks in a positive manner with a commitment to continuous improvement of their own skills and behaviours and also of the service
- **Customer Service:** Ability to remain focussed on providing and continuously improving an excellent internal and external customer service
- **Deadline / Target Driven:** Ability to work to strict deadlines and to be driven by the setting and achieving of individual and team targets
- **Attention to Detail:** Ability to process and input clinical ROTA information provided to deadlines whilst maintaining highest levels of attention to detail
- **Confidentiality:** Ability to exercise and adhere to the Practice confidentiality policies

Skills:

- **'Problem Solving Skills':** Ability to solve problems independently when required and function well within a team as a 'Completer / Finisher' in an administrative support role.
- **Work Prioritisation:** Ability to organise, prioritise and manage your own work demands by assessing levels of urgency and importance
- **IT Literate;** competent in the use of Microsoft Applications such as Word and Outlook and a proven ability to learn how to navigate systems, input data provided to you with an attention to detail and follow processes and procedures.
- **Data Inputting:** Ability to data input for long periods of time, to deadlines and whilst maintaining attention to detail.