

## **Personal Assistant to The Practice Manager**

### **Seymour House & Lock Road Surgeries**

**154 Shen Road, Richmond TW9 1UU**

[www.richmondsurgery.co.uk](http://www.richmondsurgery.co.uk)

Personal Assistant to The Practice Manager required for GP practice in Richmond with a branch surgery in Ham. 25 hours per week over a minimum of 3 days, spread across both sites.

Role includes full IT support for both surgeries, organisational duties and other tasks as requested by the Practice Manager.

IT experience essential, knowledge of EMIS Web an advantage.

Please apply with CV and covering letter [gill.russell@nhs.net](mailto:gill.russell@nhs.net)

### **Job Responsibilities:**

#### **Staffing and People Management**

- To keep abreast of the current practice priorities and liaise with the reception teams in ensuring these are met.
- Support Practice Manager in planning and co-ordinating the recruitment, induction and training of new staff.
- In conjunction with the Practice manager maintain record of required staff training and ensure compliance.

#### **Organisational**

- To be the contact for day-to-day maintenance issues and to arrange for appropriate contractors to attend.
- Perform weekly fire point testing at Lock Road and take the role of fire warden together with another person.

## **Information Management and Technology**

- To be first point of contact across both sites for IT issues and to liaise with NEL CSSU, NHS smartcard team and SWLIICB IT and all other IT suppliers as required.
- To be the first point of contact across both sites for all issued concerning add on software, including EMIS, Jayex, Docman, AccuRx, Lexacom, and DXS.
- Motivate, support and monitor staff in the use of IT; organise, oversee and evaluate IT training
- Ensure that the Practice has effective IT data security, back-up, maintenance and disaster recovery plans in place.
- To be a Smart Card sponsor for the practice, alongside the Practice Manager and other staff – to include cards for new users, unlocking and resetting.

## **Patient Services**

- To provide appropriate assistance and administrative support to the Practice Manager in all day-to-day activities and duties.
- Reception cover if necessary, but this will be kept to a minimum.
- A role as needed in coordination of admin staff leave, both sites.

## **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.
- Ensure that the Practice has adequate disaster recovery procedures in place.
- Arrange appropriate maintenance for Practice equipment as above.

### **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 recognises 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
- Recognize people's needs for alternative methods of communication and respond accordingly.

**Contribution to the Implementation of Services:**

- Apply Practice policies, standards and guidance.
- Participate in audit where appropriate.

**This job description is not exhaustive and is indicative of the role of PA to Practice Manager. There may be other duties that you will be expected to undertake in line with the responsibility of this position.**