

Londonwide LMCs & Londonwide Enterprise Ltd

Job Description

Job title:	GP Support Officer
Accountable to:	Director of GP Support Services
Responsible to:	Director of GP Support Services
Job purpose	<p>The GP Support Officer provides a wide variety of day-to-day research/reporting, administrative and organisational support to the GP Support Director and GP Support Team colleagues. The role helps ensure the Team runs smoothly and that all colleagues and contacts receive a responsive, efficient and professional service.</p>
Main responsibilities	<ul style="list-style-type: none">• Work closely with the GP Support Director and undertake such, reporting, research and administrative tasks as requested• Act as the first point of contact for GP Support phone calls, inbox and general enquiries, dealing with the low-level ones directly (supported by the Team) and passing the complex/clinical ones to the appropriate colleague when needed, through the Team's allocation process• Review and report on relevant contractual, policy and regulatory documents, providing an accurate summary of findings to ensure the team is kept up to date of these changes and writing guidance on these when required• Undertake a wide range of research (clinical, contractual, regulatory, etc) when requested and report findings back to the team.• Draft routine informative documents (Newsletter items, Hot Topics etc), guidance, reports, presentation materials etc. as required ensuring a high standard of accuracy and presentation.• Work with the team data lead to maintain accurate and well-organised records, Member Assist database and SharePoint document management system.

	<ul style="list-style-type: none"> • Support the Team data lead and company data team with monitoring and reporting by gathering information and producing simple summaries when required • Represent the team and contribute to internal groups/committees e.g. Task & Finish Group • Provide general day-to-day administrative support to the directorate, including (but not limited to) arranging meetings, events and internal activities, which includes diary management within the team, and preparing relevant materials, taking notes or minutes, and following up promptly on actions. • Contribute to improving administrative processes, service development work, and ways of working across the team and organisation.
Strategic/operational scope	A varied and hands-on role focused on providing research, organisational, clerical, and logistical support to the GP Support Director and whole GP Support Team.
Relationships	<ul style="list-style-type: none"> • Develop positive and effective working relationships with colleagues both within the team and across Londonwide LMCs and Londonwide Enterprise Ltd. • Provide a helpful, professional and courteous service to both internal and external contacts, including but not limited to: Local Medical Committees, GPs, Practice Managers, Integrated Care Boards, NHS England, NHS Property Services etc.
Management and judgement	<ul style="list-style-type: none"> • Use judgement to prioritise tasks and respond appropriately to enquiries. • Refer issues to the relevant team member where necessary.
Knowledge	<ul style="list-style-type: none"> • Maintain a good working knowledge of General Practice changes/developments, regulations, national/local contractual arrangements etc.

	<ul style="list-style-type: none"> Maintain a working knowledge of company policies, procedures and administrative systems relevant to the role
Communication	Maintain effective relationships with internal colleagues, external contacts and users of the GP Support service.
Londonwide Enterprise Ltd	To work jointly in the interests of Londonwide Enterprise Ltd, undertaking work for LEL as required
Place of Work and Travel	<p>This role is based at the company's London offices in Tavistock Square, although regular homeworking is supported. Travel to the office (commuting) or to external meetings in a timely way is required according to business need.</p> <p>If driving for work a risk assessment must be completed including details of appropriate insurance and licencing.</p>
Technical	Utilise information and communications technology (ICT) including standard applications in order to fulfil the requirements of the role.
Policies and procedures	To be familiar with Londonwide LMCs/Londonwide Enterprise Ltd policies and procedures and act in accordance with them at all times.
Appraisal	Participate in the appraisal system and attend regular supervision meetings with the line manager.
Data protection and confidentiality	To treat information appropriately with confidentiality, complying with the requirements of the 2018 Data Protection Act and subsequent guidance implemented by the Information Commissioner's Office.
Health and Safety	<p>To contribute to creating a healthy and safe environment by following the safe systems set out in the Health and Safety policy.</p> <p>To be familiar with this information and to act in accordance with it.</p>
Equality	Operate at all times within an equality framework, upholding the principles of the company's equality and inclusion policy.

Other duties	Undertake any other duties as required in order to fulfil the objectives of the post.
Review	This job description will be subject to regular review and Londonwide LMCs / Londonwide Enterprise Ltd reserve the right to amend or add to the duties and responsibilities listed. The post holder is required to be flexible in developing the role in accordance with changes in the NHS and with the changing agenda, policies and priorities of Londonwide LMCs / Londonwide Enterprise Ltd.

**GP Support Officer
Person Specification**

Criteria		Essential	Desirable	How tested
1. Qualifications	Graduate calibre with degree / other relevant qualification, or equivalent experience	Yes		A, I
2. Role experience	Direct primary care experience either through working in a GP practice, ICB, NHSE, LMC, or other relevant setting or successor bodies.	Yes		A, I
3. Task experience	Understanding and awareness of both contractual and GP issues	Yes		A, I
4. Specialist knowledge	Working awareness of current NHS Regulations, contracts, policy and guidance e.g. GP contracts, Statement of Financial Entitlements, CQC etc. Awareness of political context and environment of general practice.	Yes	Yes	A, I I
5. Key skills	Working understanding of the practical aspects of general practice including management, partnerships, QOF, CQC, PCNs, premises, etc. Able to undertake wide-reaching research, analyse, and produce accurate summaries to support the wider team, providing advice as appropriate. Suggests improvements as appropriate.	Yes Yes		A, I A, I

6. Relationships	A strong commitment to a team approach to managing team (and own) workload	Yes		I
7. Interpersonal skills	Clear, boundaried and empathetic telephone manner	Yes		A,I A, I
	Accurate and focussed verbal and written communication skills Able to work confidently with people at all levels.	Yes		I
8. Working style	Ability to take direction and work with minimal supervision within safe boundaries	Yes		A, I A, I
	Ability to analyse problems/queries and offer suitable solutions wherever possible	Yes		A, I A, I
	Ability to respond flexibly to evolving demands and respond positively to ongoing change	Yes		A, I
9. Record of delivery	Ability to work in a fast-paced environment managing competing demands	Yes		A, I
10. Technical skills	Effective IT skills, including using databases, Sharepoint, MS Teams, Outlook and other MS office applications.	Yes		A, I
11. Continuous professional development	Ability to keep up to date with evolving regulatory, policy and guidance changes.	Yes		A, I