

Personal Assistant to the Clinical Director and Management Team



Job Title:	Personal Assistant to Clinical Director and Management Team
Responsible to:	Clinical Director/Practice Manager
Hours:	
Last updated:	November 2021
Salary:	£9.91 p/h
Type of contract:	Permanent

The main focus of this role is to provide effective and high quality management for the Clinical Director and Management team and provide confidential high level business support as well as: first point of contact for PCN events co-ordination, diary management, work scheduling, handling telephone calls, enquiries and requests, dealing with correspondence, organising and minuting meetings and ensuring high levels of business support are evident at all times.

Job Duties

PCN Duties:

- Manage the diary and schedules of the CD
- Use your initiative to provide high quality administrative and secretarial support
- Organise and schedule meetings
- Prepare meeting agendas and perform research for meetings ensuring that any necessary documents are circulated and take minutes during meetings if needed
- Maintain office correspondence, post if needed, crafting routine electronic correspondence, and managing and creating content for PCN website and social media
- Assisting with communication from and to the Clinical Director (CD), dealing with electronic communication, taking and arranging phone calls when needed
- Act as principle communicator of important information to board members, member practices and partner organisations ensuring that messages are cascaded effectively, understood and as appropriate actioned.
- Liaise and organise activity across the member surgeries of the PCN
- Monitor and chase the PCN activities and report on progress regularly to the CD and the Board before Board Meetings
- Assist in managing projects and follow-up with team members where required
- Liaise with partner organisations across health, social services, private and the voluntary sector including patient groups
- Maintain a system of monitoring and updating PCN Guidelines, Protocols and SOPs liaising with the lead practice in particular for this
- Maintain electronic filing system, ensuring processes and software are up to date and in working order
- Liaise with other staff members on behalf of senior management
- Undertake supervision of work experience students where appropriate to the role.
- Assist with the preparation and delivery of monthly reports
- Assist with the development and maintenance of business process systems including plans, risk registers, statutory returns, performance and quality tools
- Help support the covid-19 vaccination programme

Practice Duties:

- Use your initiative to provide high quality administrative and secretarial support
- Organise and schedule meetings
- Prepare meeting agendas and perform research for meetings ensuring that any necessary documents are circulated and take minutes during meetings if needed
- Maintain office correspondence, post if needed, and crafting routine electronic correspondence.
- Manage external communications, including Practice website and social media
- Assisting with communication from and to the Management Team, dealing with electronic communication, taking and arranging phone calls when needed
- Assist in managing projects and follow-up with team members where required
- Liaise with partner organisations across health, social services, private and the voluntary sector including patient groups
- Take charge of monitoring and updating Practice Guidelines, Protocols and SOPs in conjunction with clinical and departmental leads
- Maintain electronic filing system, ensuring processes and software are up to date and in working order
- Liaise with other staff members on behalf of senior management
- Undertake supervision of work experience students where appropriate to the role.
- Assist with the preparation and delivery of monthly reports
- Assist with the dealing of patient complaints
- Assist with clinical audits, financial contract claims and ongoing quality framework