



Recruitment Pack

Projects Administrator

0.56 FTE – 21 hours over 4 days

20th September, 2021

To apply please:

- Provide an up to date CV
- A supporting statement detailing how you are a good candidate for this post
- Indicate your availability for the interview date
- Specify what part time hours you are interested in.

Applications should be e-mailed to soccg.livingwell-recruitment@nhs.net

Applications must be received by COP Sunday 31st November

Interviews will be held on Thursday 4th November – please note this is a fixed date of interview.

We would like to thank you for your interesting in joining our team and we look forward to hearing from you.

Recruitment Team
The Living Well Partnership

Dear Candidate

I am delighted that you have shown interest in our Projects coordinator.

Living Well Partnership was formed in 2017 following the merger of four GP surgeries and three smaller branch sites. The GP partners, many of whom continue to lead LWP, were brought together by a growing awareness that we could deliver more streamlined medical care by sharing resources rather than operating on a smaller scale as individual practices. We are delighted that our patients have benefited from faster access to a larger range of services while achieving operational efficiencies behind the scenes.

We care for 37,000 adults and children across the eastern Southampton region. Our seven different sites ensure everyone has local GP access, from the inner city to the rural outskirts. Our medical team is made up of 12 GP Partners, as well as 14 permanent Non-Principal GPs employed directly by LWP. Our GPs work alongside highly trained Advanced Nurse Practitioners, Practice Nurses, Health Care Assistants, Social Prescribers, Care Coordinators and our own in-house Pharmacy team.

The health and well-being of our patients is at the heart of everything we do. Our goal is to provide an accessible, friendly, evidence based and compassionate service. By taking into account an individual's holistic needs we will utilise the correct professionals from our large multi-disciplinary team to address the problem presented. We pride ourselves that we are able to address medical, physical, psychological and social aspects of care.

Experience of working in an administrative role is essential and experience of working within the NHS or General Practice is desirable. The role requires attention to detail, exceptional organization skills, an ability to analyse and process data, and a high level of discretion and data privacy.

If this is you, we would really like to meet.

Yours Sincerely

Dave Barclay

Managing Partner (Non-Clinical)

The Living Well Partnership

The Role:

The Living Well Partnership brings together four well-established GP practices in Southampton, with seven sites, which have joined forces to create a super-partnership that can deliver exceptional clinical care. As demand for our services grows, we have created the exciting new role of Project Administrator to support the development of new services and administer our existing projects relating to clinical research and training.

The Project Administrator will plan and coordinate the placements of our medical students, act as the primary point of contact for students and external training partners, provide essential end to end administration of our chosen research studies and coordinate with colleagues to ensure projects are completed and key metrics achieved.

The Candidate:

An effective and experienced administrator, you will be comfortable collating and documenting information and compiling progress updates and reports using Microsoft Office applications. You will demonstrate the ability to work methodically; accurately and efficiently to meet tight deadlines and your excellent written and verbal communication skills will be evident.

The requirement to show initiative and to work independently, with guidance and support from your line manager and the senior team, won't phase you. Your positive, professional and friendly approach will be essential in helping us to build enduring and effective relationships with stakeholders.

Previous experience of working in General Practice or the NHS is not required. This is a part time, permanent role for 21 hours per week over 4 days.

Further information can be found on our website or on NHS jobs.

www.livingwellpartnership.co.uk/vacancies

Role Profile

Job Title:	Project Administrator
Department:	Clinical Support Services
Reports to:	Clinical Support Services Manager
Responsible for:	No direct reports
Location:	Living Well Partnership, Southampton
Salary:	£23,697.63FTE (£12.12 per hour)
FTE:	0.56 FTE / 21 hours over 4 days

Overall Aim

The Project Administrator will support the development of new services for Living Well Partnership and administer our existing projects relating to research and clinical training. The Project Administrator will be responsible for the day to day coordination of training for our medical students, facilitating their induction and training programmes. Under the direction of the Clinical Support Services Manager the Project Administrator will work with our clinical team and external stakeholders to facilitate the completion of research activities across the Partnership. They will provide tracking and reporting of progress for assigned projects.

Key Responsibilities

1. Students and Trainees

- 1.1. Act as Partnership point of contact with the University and Wessex Deanery for the administration of student and trainee placements.
- 1.2. Coordinate and complete new starter administration for placements as required.
- 1.3. Plan and coordinate Partnership induction programmes for new students and trainees, liaising with the scheduling team to ensure time is well utilised.
- 1.4. As part of a comprehensive induction process, plan and arrange any required external training for new students and trainees.
- 1.5. Be the key point of contact for students and trainees during their placements with the Partnership, addressing and managing queries as they arise.
- 1.6. Work with scheduling team to plan timetable and room allocations for students, to ensure they are able to meet the goals and objectives of their clinical placements.
- 1.7. Monitor student and trainee attendance.
- 1.8. Coordinate and provide the required reporting to the University, Deanery and the Partnership finance team.
- 1.9. Monitor progress and publish required reports. Provide timely escalation of issues with proposed solutions.

2. Research

- 2.1. Provide administration to support participation of the Partnership in chosen research studies, tracking initiatives and progress.

- 2.2. Receive invitations to participate in new research studies and summarise key information from proposals for GP Partner Research Lead decision on Partnership involvement.
- 2.3. Complete Expressions of Interest for new research proposals within required deadlines.
- 2.4. Keep a record of staff involvement in research projects, completing invoices as required and informing the finance department of expected payment amounts and dates.
- 2.5. Disseminate key information to clinicians and staff members involved in each research project, to assist with the recruitment and screening required.
- 2.6. Ensure that GDPR regulations are followed in the sharing of Partnership patient data for the purposes of research, including the processing of Data Sharing Agreements. Remain up to date with changes to the National Data Opt-out, ensuring that all patient data shared for the purposes of research is compliant with current guidance.
- 2.7. Coordinate internal stakeholders to ensure the completion of work required for research projects including appropriate patient communications.
- 2.8. Perform basic EMIS Web searches and work with our performance team to collect the required patient information ready for screening.
- 2.9. Monitor progress and publish required reports. Provide timely escalation of issues with proposed solutions.

3. New & all assigned projects

- 3.1. Provide administration support for the identification, mobilisation and operation of new services or projects.
- 3.2. Implement and maintain standard tracking and reporting of the scope, benefits, progress, issues, risks and costs of agreed projects.
- 3.3. Implement and maintain the effective tracking of documentation.

4. IT Focus

- 4.1. Develop a working knowledge of all software and IT systems used within the role, including a particular focus on new systems and databases which may be required for specific research projects.
- 4.2. Use all systems in line with GDPR guidelines to accurately administer the function.
- 4.3. IT troubleshoot relative to the post as required and provide support to clinical and support staff, students and trainees.
- 4.4. Provide support and basic training on new software or databases required for research projects to the staff involved.

5. Communication

- 5.1. Maintain high standards of communication with both internal and external colleagues and patients.
- 5.2. Contribute to creating a culture of open, honest communication and feedback so that all team members benefit and learn from each other.
- 5.3. Ensure that information relating to patients, colleagues, other healthcare workers or the business of the Partnership is only divulged to authorised persons in accordance with the Partnership policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Key Results

1. Successful and efficient placement for trainees and students.
2. Effective support of research projects.
3. Accurate, clear and up-to-date documentation for placements and research projects.
4. Accurate, timely and comprehensive reporting on project progress and set-up of new projects.

All employees are to be aware of and follow the Partnership's policies and procedures, with particular attention to patient confidentiality, health and safety, equality and diversity and customer service excellence. To further your development and knowledge you will be expected to attend and complete training as necessary.

The Partnership reserves the right to amend this role profile as necessary, after consultation with the postholder, to reflect changes in or to the job.

Person Specification

	Essential	Desirable
Experience & qualifications	<ul style="list-style-type: none"> • Educated to A-level or equivalent • Experience of project administration • Experience of regular reporting to internal and external stakeholders • Experience of adopting and implementing new ways of working • Experience of self-direction and working independently • Experience of working to set KPIs 	<ul style="list-style-type: none"> • Evidenced experience of using EMIS Web • Demonstration of on-going professional development
Knowledge	<ul style="list-style-type: none"> • Knowledge of project administration functions 	<ul style="list-style-type: none"> • Basic project finance • Research & Training administration
Skills	<ul style="list-style-type: none"> • Excellent attention to detail • Excellent interpersonal skills and ability to build relationships • Excellent organisational skills, with a demonstrable ability to manage and prioritise workload and work methodically, efficiently and accurately to meet tight deadlines • Good demonstrable communication skills and ability to communicate clearly and articulately in both verbal and written format • Excellent IT skills, particularly MS Office packages • Ability to work both proactively and reactively 	<ul style="list-style-type: none"> • Ability to identify and implement continuous improvement whilst fulfilling the day to day duties • Motivated and able to empower others
Personal style and behaviour	<ul style="list-style-type: none"> • Personal commitment to the values, vision and objectives of the Partnership • Ability to work under pressure • Reliable, flexible self-starter, able to problem solve independently • High expectation of self and others • Motivated to work for the benefit of the team and Partnership • Positive and professional approach to work 	

Other requirements	<ul style="list-style-type: none">• Evidenced commitment to equality and diversity	
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Salary and Benefits

Position	Project Administrator
Location	Living Well Partnership, Southampton
Remuneration	£23,697.63 per annum, pro rata (£12.12 per hour)
Hours of work	21 hours over 4 days per week. 23 Hours and days can be discussed further at interview.
Annual Leave	25 days per annum plus bank holidays, pro rata.
Pension	NHS pension scheme

Key Dates

Closing date for completed applications	Sunday 31 st October
First Interview	Thursday 4 th November
Second Interview	To be confirmed.