



Recruitment Pack

Personal Assistant

30 – 37.5 hours over 5 days a week

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
- 30 – 37.5 hours over 5 days a week

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

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

The Role:

The Personal Assistant is responsible for providing proactive, efficient, effective and confidential administrative support to the senior team, Partners and the wider staff team, to assist with the management and day to day running of the Partnership.

The successful candidate will organise and prepare meetings, including creating schedules, agendas, distributing papers and taking minutes. Working closely with various stakeholders, they will undertake senior administration tasks including diary management, producing professional correspondence, supporting audit processes and collating feedback for the Patient Experience team.

Supporting the preparation, publication and maintenance of communication materials distributed to both staff and patients, the Personal Assistant will draw on their initiative to respond to queries and signpost colleagues to the necessary resources, benefiting all employees' experience.

Responsible for maintaining office supplies, placing orders and making bookings on behalf of the senior team, the Personal Assistant will be confident managing budgets, liaising with external providers and undertaking research or project work as required.

The Candidate:

As a candidate you will need to have several years' experience in an administration role, ideally working in a support role for a senior team, and be used to working at pace and with an ability to troubleshoot and have a proactive approach to tasks and projects.

It is essential that you are confident in using Microsoft Excel and Word, experience using additional programmes' such as Mailchimp or Canva would be an advantage. You will be IT literate and enjoy using online systems; you won't be fazed by technology updates.

You will be comfortable working on your own initiative with minimal supervision, maintaining a customer focused, professional and approachable manner at all times. With a natural aptitude for organisation, you apply this to your working style and maintain a structured approach to the support of our senior team. Experience of preparing high quality written materials, paying particular attention to grammar, presentation and accuracy, would be desirable.

What is essential is a great attitude towards learning new things, embracing change, and an enjoyment of processes and routine. You will value and contribute to our efficient service that makes a difference to the health and wellbeing of thousands of our patients.

Please let us know how you meet our criteria in your cover letter, addressed to Dave Barclay.

Further information can be found on our website.

<https://livingwellpartnership.nhs.uk/careers/>

About Living Well

Our foundations

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.

Our reach

We care for 38,000 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 clinical team is made up of 10 GP Partners, as well as 18 Non-Principal GPs including 4 retainers, employed directly by LWP. Our GPs work alongside Advanced Nurse Practitioners, Practice Nurses, Health Care Assistants, Social Prescribers, Care Coordinators and our own in-house Pharmacy team.

Our vision

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.

Next generation

As a practice that strives for continuing clinical excellence we are passionate about helping to train the next generation of competent clinicians. We are a thriving and progressive training hub supporting physician associates, nurses, HCA's, pharmacy technicians, independent prescribers, medical students, newly qualified doctors and GP registrars through their academic and clinical education.

Come and join us

We are looking for outstanding Personal Assistant who wants to embrace the changes in general practice but value the preservation of continuity.

Come and talk to us, come and see what we are doing, come and join us.

Role Profile

Job Title:	Personal Assistant
Department:	Operations & Patient Services
Reports to:	Operations & Patient Services Manager
FTE:	0.8 - 1 FTE across 5 days per week

Overall Aim

The Personal Assistant is responsible for providing proactive, efficient, effective and confidential administrative support to the senior team, Partners and the wider staff team, to assist with the management and day to day running of the Partnership.

Key Responsibilities

- Organise and support the delivery of effective meetings across multiple sites including preparing meeting schedules, producing draft agendas, receiving and distributing papers, printing papers or loading them onto appropriate platforms, acting as a host at meetings, taking complex minutes, preparing and updating action trackers.
- Organise and support the delivery of Multi-Disciplinary Team meetings with other healthcare providers.
- Assist with the preparation of and collation of information for audits, inspections and reports including our daily operational dashboards to provide visibility of workload and performance.
- Collate and record written feedback from patients for the Patient Experience Team.
- Administer the online library of protocols and policies that support the Partnership.
- Complete daily senior administration duties including monitoring nominated email accounts, management of multiple diaries, answering the telephone, managing written correspondence, sending post, resolving queries and arranging and attending meetings.
- Action any urgent emails and respond to routine enquiries appropriately and efficiently.
- Accurately and efficiently complete a variety of office administration tasks, including scanning and filing of documents.
- Maintain office supplies including managing the stationary cupboard at Weston Lane.
- Be responsible for placing orders and making bookings on behalf of the senior team and in line with documented policies and budgets.
- Provide cover for other key administrative staff when needed during periods of absence.
- Undertake and research adhoc projects as requested by members of the Senior Management Team.
- Assist in the preparation, publication and maintenance of communication materials for staff and patients.
- Monitor the medical alerts email inbox, maintain alert spreadsheet and allocate alerts promptly to appropriate owner.
- Ensure security of data and confidentiality at all times.
- Ensure patient information is accessed and updated in line with policy, in an efficient and accurate manner.

- Undertake any other additional duties appropriate to the individual/post holder as requested by the Partners or senior team.

Key Results

1. Proactive, timely, accurate and high quality delivery of allocated tasks
2. Reduction in administration activities undertaken by the SMT
3. Effective control, review and publication of practice protocols and policies

Please also 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 training as necessary.

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

Person Specification

Experience & qualifications	<ul style="list-style-type: none"> • Education to A-level or equivalent • Significant evidenced and recent (within last 6 months) experience of working with Senior Management in an administrative / support role
Knowledge	<ul style="list-style-type: none"> • Knowledge of IT systems including Microsoft Outlook, Word, PowerPoint and Excel
Skills	<ul style="list-style-type: none"> • Ability to proactively manage a variety of tasks • Ability to troubleshoot and suggest solutions • Excellent interpersonal skills • Highly organised and efficient • Excellent verbal and written communication skills • Computer literate • Ability to take complex minutes accurately • Ability to prepare high quality written materials, paying particular attention to grammar, presentation and accuracy • Ability to work on own initiative and with a degree of autonomy • Results driven, with a focus on completing tasks to a high standard and to deadlines
Personal style and behaviour	<ul style="list-style-type: none"> • Ability to work under pressure • Able to work for the benefit of the team • Highly flexible and able to deliver changing priorities • Polite, professional and friendly at all times
Other requirements	<ul style="list-style-type: none"> • Commitment to high quality patient care, customer service and efficiency in all aspects of the Partnership's performance and data management

Salary and Benefits

Position	Personal Assistant
Location	Weston Lane Surgery
Remuneration	£26,000.00 per annum, full time equivalent
Hours of work	30 – 37.5 hours over 5 days – hours of work negotiable.
Annual Leave	25 days per annum plus bank holidays, pro rata.
Pension	NHS pension scheme