

Business Services Coordinator

Job Description and Person Specification

Job title	Business Services Coordinator
Accountable to	Operations Manager & Managing Partner
Hours per week	15

Job summary

To support the Management Team in the effective administration and management of the practice. The Business Services Coordinator will work under the direction of the Operations Manager & Managing Partner, striving to enhance a number of key systems in both clinical and administrative areas.

Primary key responsibilities

The following are the core responsibilities of the Business Services Coordinator. There may be, on occasion, a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels:

- a. Rota administration for the practice team
- b. HR Administration and liaison with HR Specialist as required
- c. Practice Premises Coordinator
- d. Coordinate practice events
- e. Maintaining the website, social media, and practice intranet information
- f. Ensuring practice policies and patient information is kept up to date
- g. To undertake a variety of administrative duties to assist the Executive and Clinical Teams
- h. Supporting the Managing Partner and Operations Manager as required with projects, systems, and procedures

- i. Supporting the Management Team in monitoring compliance with health and safety legislation, providing leadership and direction for staff
- j. Contributing to the implementation of an effective practice training programme for all staff
- k. Provide administrative support for compliance registers, supporting the Management Team, ensuring DBS checks are conducted
- l. Coordinating the practice diary, ensuring meetings are scheduled appropriately
- m. Coordinating internal and external meeting arrangements, preparing agendas and producing minutes for meetings
- n. Drafting of the practice newsletter on a quarterly basis
- o. Arranging PPG meetings, preparing agendas and producing minutes
- p. Supporting the Management Team in the maintenance of the practice and NHS Choices websites

Secondary responsibilities

In addition to the primary responsibilities, the Business Services Coordinator may be requested to:

- a. Liaise with the Operations Manager and Partners in the Managing Partner's absence
- b. Assist with the recruitment of staff as requested by the Management Team
- c. Support the Management Team in the reviewing and updating of practice policies and procedures
- d. Coordinate staff absences, maintaining an effective absence register

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Person specification – Business Services Coordinator		
Qualifications	Essential	Desirable
Good standard of education with excellent literacy and numeracy skills	✓	
Leadership and/or management qualification		✓
AMSPAR qualification		✓
Experience	Essential	Desirable
Experience of working with the general public	✓	
General Practice experience		✓
Relevant health and safety experience		✓
Experience of producing agendas and minutes for meetings		✓
Skills	Essential	Desirable
Excellent communication skills (written, oral and presenting)	✓	
Strong IT skills (generic)	✓	
Microsoft Office Skills to include Word, Excel, Outlook & Publisher	✓	
Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment	✓	
SystemOne user skills		✓
Effective time management (planning and organising)	✓	
Proven problem solving and analytical skills		✓
Attention to detail	✓	
Personal qualities	Essential	Desirable
Polite and confident	✓	
Flexible and cooperative	✓	
Excellent interpersonal skills	✓	
Motivated and proactive	✓	
Ability to use initiative and judgement	✓	
Forward thinker with a 'solutions' focused approach	✓	
High levels of integrity and loyalty	✓	
Ability to work under pressure	✓	
Confident, assertive, and resilient	✓	

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Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Maintain confidentiality at all times	✓	
Full UK driving licence	✓	

Notes:

The job description and person specification may be amended following consultation with the post holder to facilitate the development of the role, the organisation and the individual.

All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the organisation.