

Bournemouth East Collaborative, Primary Care Network

HR and Management Administrator

BOURNEMOUTH EAST COLLABORATIVE PCN

PERMANENT, PART TIME

Job Title: HR and Management Administrator

Contract Type: Permanent

Hours: 22.5 hours per week to be worked over Monday, Tuesday and Wednesday, although there may be some flexibility over days worked.

Salary: £13.24 per hour

Location: BEC PCN

Closing Date:

About us!

Bournemouth East Collaborative Primary Care Network (PCN), situated on the stunning Dorset South Coast, comprises four like-minded practices working together in East Bournemouth, with a strong reputation on quality improvement and investing in its employees. The PCN serves a population of approximately 55,000 patients with a diverse demographic.

Practices part of the PCN are:

- Shelley Manor Medical Centre and Holdenhurst Road
- Littledown Surgery
- Beaufort Road Surgery
- Southbourne Surgery

The PCN is committed to developing, supporting, and sustaining a diverse workforce, representative of the community it serves. By working together with our different Network teams, we use our combined skills to provide a service that is joined-up, holistic, proactive, and personal for the patient.

We are lucky that all our practices are located close to the sea and open green spaces, with excellent transport links, schools, places of interest for the whole family and an abundance of restaurants and bars.

Our Network teams include:

- Enhanced Care Visiting team for frail housebound patients and those in care homes. The team includes visiting GPs, ANPs, Paramedic, Frailty Nurses, Care Coordinators, Clinical Pharmacist.
- BEC Urgent Care Treatment Centre working out of the Treatment Centre at Shelley Manor Medical Centre supported by GPs, ANP's, Respiratory Nurse and HCA's.
- First Contact Physiotherapy Practitioner service.
- Digital Lead, Digital Care Coordinator, Digital Champions.
- Pharmacy team comprising of Clinical Pharmacists, Pharmacy Technicians and Care Coordinator.
- Mental Health practitioners.
- Health & Wellbeing Coaches and Social Prescribers within Help & Care team.



Bournemouth East Collaborative

The PCN has a vacancy for a highly motivated and organised HR and Management Administrator. You will provide support to the HR Manager in all areas of HR administration, including:

- HR recruitment
- Onboarding
- staff training
- Health and Wellbeing

You will also support the wider PCN management team as required with meeting arrangements, minute taking, collating reports, audits and other tasks.

The post holder will also be involved in supporting new processes to bring efficiencies to the HR function and the work of the wider management team.

Main Duties and Responsibilities:

HR

- Ensure recruitment has been authorised, post adverts, monitor application process, liaise and advise recruiting managers.
- Arrange interviews and support line managers and applicants with the process and provide all necessary documentation.
- Ensure unsuccessful applicants are notified as appropriate and where requested feedback given.
- Review the appointment made and all necessary documentation with the HR Manager

Onboarding

Assist the HR Manager with the onboarding process including:

- Take up references chasing as necessary and liaising with recruiting manager.
- Set up new employees on Bright HR and mandatory training modules to Teamnet

General HR

- Maintain up-to-date HR documentation for staff employed by the PCN, electronically and if applicable hardcopy filing.
- Together with the use of templates, draft and issue general correspondence as required.
- Co-ordinate and monitor probationary, 1:1 reviews and appraisals with line Manager, keeping HR Manager up to date on progress.
- Enter, amend and update holidays on BrightHR addressing any queries and noting any concerns to the HR Manager.
- Work with the HR Manager to monitor sickness absence.
- E-learning – Teamnet allocation, monitoring completion of mandatory modules and following up where necessary.
- Continue to review training matrix.
- On an annual basis email staff a reminder to check their details on BrightHR, use this to ensure all employee records are correct and up to date.
- Ensure all employees have up to date Right to Work in the UK documentation and DBS in personnel files, Bright HR and maintain regular audits.
- Assist the HR Manager with reviews to include process, policy and record keeping.



Bournemouth East Collaborative

- Set up employees on S1 and requesting smartcards.
- Carry out DBS checks using the online portal (APCS), and ensure records are recorded in line with legal requirements.
- Draft and issue Induction Plans for all new employees. This will involve communicating with managers across the PCN.
- Issue new employees with mandatory policies and monitor progress.
- Ensure all new employees have electronic personnel file set up, containing required documentation.
- As required set up new employees on BrightHR including holiday and entry of personal information.

General PCN Support

- Assist Network Director with drafting of Board Agendas.
- Organise PCN PLT sessions.
- Attend Board meetings, minute taking and distribution of minutes.
- Arrange other required PCN meetings, sending out invites, draft agendas and take minutes for distribution.
- Assist with event planning such as Conference, INT events and BLS training.
- Liaise with medical reps to supply meeting food.
- Staff badges – purchasing and issuing across PCN (to be handed over to Lead CC when they are in post).
- PCN Newsletter – co-ordinating information and publishing. Working alongside lead CC.
- Ensure stationery and printer consumables are at adequate stock levels.
- Be responsible for updating the PCN Organisation Chart.
- As required Weekly check of GP's PPA ID on S1.

Health and Safety

- Assist with health & safety as required.
- Completing documents on BrightSafe as per instruct from Operations Manager.

Skills and Experience - what we need from you

ESSENTIAL

- Grade 5 and above GCSE's to include English and Maths
- Administrative experience
- Microsoft Office (outlook, word, PowerPoint and excel)
- Strong communications in English both written and spoken.
- Analytical and project planning skills.
- Good co-ordination, organisational and time management skills
- Ability to multitask, be a self-starter and take busy days in your stride.
- Ability to work as part of a team and on own initiative.
- Demonstrate empathy and compassion where situations require.
- Have a friendly and approachable manner



DESIRABLE

- Administrative experience in Primary Care or NHS setting
- Has experience and is confident in taking meeting minutes and distributing
- SystemOne – Primary Care clinical and administrative system.
- BrightHR
- Teamnet

Equality & Diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

The PCN is a friendly, flexible, forward thinking and a supportive Network.

Equal opportunity

Bournemouth East Collaborative PCN is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer. All applicants meeting the minimum criteria for the role will receive consideration for employment without regard to age, marriage or civil partnership status, gender, gender expression or gender identity, disability, race or ethnicity, religion or belief, sexual orientation, or veteran status.

Immigration Act 2016

All applicants will be asked to provide the required documented evidence of eligibility to live and work in the UK, prior to the interview. In completing this application, you are giving Bournemouth East Collaborative PCN permission to contact the Home Office/UKBA to establish your immigration status and eligibility to work at Bournemouth East Collaborative PCN.

Bournemouth East Collaborative PCN is not a Tier Sponsor.

Bournemouth East Collaborative PCN reserves the right to close this vacancy early should we receive sufficient applications.