



BURNHAM & BERROW MEDICAL CENTRE

Love Lane
Burnham-on-Sea
Somerset
TA8 1EU
Tel: 01278 795445

JOB DESCRIPTION

Job Title	Estates and IT Lead
Line Manager	Practice Manager
Accountable To	Practice Manager, Management Partner
Job Summary	To ensure the day to day smooth running of the Estates, IT and Communication Systems in the Practice

KEY RESPONSIBILITIES

1.0 Estates

- 1.1. Maintain the functionality of all Practice-owned buildings and equipment and report problems, suggested solutions and costings to the Management Team in a timely manner
- 1.2. Oversee the maintenance of the Properties owned by the Partnership including:
 - 1.2.1. Undertaking and recording 6-monthly premises checks and reporting on these to management
 - 1.2.2. Maintaining a register of when maintenance completed and schedule of due dates
- 1.3. Ensure upkeep of the buildings and grounds to maintain at a high standard
- 1.4. Act as first point of contact for tenants and tradesmen for all properties owned by the Partnership with regard to premises and equipment matters
- 1.5. Liaise with the cleaning and maintenance contractors on behalf of the Practice
- 1.6. Liaise with utility companies and suppliers to ensure competitive pricing and best value for money
- 1.7. Ensure Health and Safety compliance across Practice-owned premises, including, but not limited to:
 - 1.7.1. H&S Policies & Protocols
 - 1.7.2. Audits
 - 1.7.3. Risk Assessments
 - 1.7.4. Accident Book
 - 1.7.5. COSHH
 - 1.7.6. PAT and other electrical testing
 - 1.7.7. DSE assessments for new and existing staff
 - 1.7.8. Legionella
 - 1.7.9. Fire assessments and checks
 - 1.7.10. Ensure H&S training is undertaken by all staff both on induction and annual updates
- 1.8. Asset Management, including, but not limited to:
 - 1.8.1. Maintain the asset register
 - 1.8.2. Ensure appropriate and timely maintenance of Practice equipment
 - 1.8.3. Ensure regular equipment checks are completed and recorded eg fridge temperatures

- 1.8.4. Responsible for pricing and ordering of new Practice equipment and organising safe disposal of unwanted Practice equipment

2.0 Information & Communications Systems

- 2.1. Practice IT & Communications systems, including telephone systems, telephone recording systems, photocopier and web-based systems to ensure they are maintained and functioning optimally and all messages are current
- 2.2. Be responsible for ensuring maintenance and development of the Practice IT system - both software and hardware
- 2.3. Schedule upgrades and security backups of hardware and software systems including Front Desk and EMIS or any other IT system the Practice may install together with any maintenance issues
- 2.4. Assist management with installation and set-up of new systems eg Online consultations, Patient Access, etc
- 2.5. Respond to and aim to solve problems regarding hardware or software as quickly as possible, providing Practice users with appropriate support and advice
- 2.6. Set up and maintain Practice intranet, websites, social media and waiting room TV screens
- 2.7. Set up and configuration of other software used in the Practice eg EMIS, Front Desk
- 2.8. Assist with any search / reporting requests from management eg EMIS, PRIMIS, Front Desk, etc
- 2.9. Ensure completion of the DSP Toolkit in a timely fashion
- 2.10. Plan and provide / arrange IT training – working alongside Practice internal IT Trainer / external trainers as necessary
- 2.11. Coordinate communication with the Virtual PPG
- 2.12. NSH mail – act as administrator to set up new users, manage distribution lists, etc
- 2.13. SMART card set up and maintenance for staff
- 2.14. Support other team members with set up of new staff on EMIS / Front Desk
- 2.15. Represent the practice at external meetings, as necessary, in a professional manner eg IT Leads meetings

3.0 Other Duties

- 3.1. The Postholder will support the Practice with CQC requirements

4.0 Review of this Job Description

This Job Description reflects the present requirements and objectives of the post; it does not form part of your contract of employment and, as such, is intended solely a guide and an example of the kinds of job duties that the post holder is expected to undertake. This job description is not intended to be a complete list of duties and is subject to review as the work of the Practice develops and resources change. An ability to adapt to new circumstances will be essential.

GENERAL INFORMATION

All staff at Burnham & Berrow Medical Centre have a duty to conform to the following:

5.0 Clinical Governance

The post holder will be expected to participate in clinical governance activities to assist the Practice to provide high quality services.

6.0 Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner

7.0 Communication & Working Relationships

- 7.1. Communicate effectively with patients and carers, recognising the need for alternative methods of communication, where appropriate
- 7.2. Communicate effectively with other team members
- 7.3. Communicate with other agencies and suppliers
- 7.4. Participate and contribute to team meetings as required

8.0 Confidentiality

9.0 The post holder will maintain appropriate confidentiality of information relating to the Practice, individuals and patient information. The post holder will be expected to comply with all aspects of the Data Protection Act and other current legislation

10.0 Equality & Diversity

Burnham & Berrow Medical Centre is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunities policies / procedures and promote the equality and diversity agenda of the Practice.

11.0 Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

12.0 Policies & Procedures

Practice employees are expected to follow Practice policies, procedures and guidance as well as professional standards and guidance. Copies of Practice policies can be accessed via the Practice Intranet or via your manager.

13.0 Prevention and Control of Healthcare Associated Infection

The post holder is expected to comply with Practice Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

14.0 Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of

continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

15.0 Records Management

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Practice policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

16.0 Risk Management / Health & Safety

Burnham & Berrow Medical Centre is committed to supporting and promoting opportunities to for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

17.0 Safeguarding

The practice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share its commitment.

18.0 Security

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured

19.0 Service Implementation/Improvement

- 19.1. Assist with safeguarding for both children and vulnerable adults using local guidance and referral criteria
- 19.2. Understand basic legal and communication issues regarding child abuse, family violence, vulnerable adults, substance misuse and addictive behaviour
- 19.3. Contribute new ideas to improve patient care
- 19.4. Work with the practice to ensure targets are met

20.0 Smoking

The Practice operates a “non-smoking” policy. Employees are not permitted to smoke or use e-cigarettes anywhere within the premises of the Practice or when outside on official business.

Name:

Signed:

Date:

The person specification for this role is detailed below:

Person Specification –		
Qualifications	Essential	Desirable
Evidence of continuous development and acquisition of new skills and knowledge	✓	
Experience	Essential	Desirable
Experience of dealing with enquiries and investigating solutions in a modern IT environment.	✓	
Previous NHS experience		✓
Skills	Essential	Desirable
Knowledge of the GDPR Regulation and its importance and relevance to General Practice	✓	
Excellent communication skills (written and oral)	✓	
Strong IT skills (generic)	✓	
Sound knowledge of Windows and MS Office	✓	
EMIS / Systemone / Vision user skills		✓
Effective time management (planning & organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Problem solving & analytical skills	✓	
The ability to work within strict procedures and protocols, but with the flair and imagination to identify and recommend improvements.	✓	
Personal Qualities	Essential	Desirable
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Initiative and judgement (knowing when to ask for help)	✓	
Forward thinker	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure and concentrate for long periods of time	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours at times	✓	
Disclosure Barring Service (DBS) check	✓	
Maintains confidentiality at all times	✓	