

Portmill Surgery
FINANCE ADMINISTRATOR
Job Description and Person Specification

Job title	Finance Administrator
Line manager	Practice Manager
Accountable to	The Partners
Hours per week	Part-Time (16 – 24 hours per week)

Job summary - overview

To support the Practice Manager in the management and coordination of all aspects of organisation finances, optimising efficiency and financial performance, ensuring Portmill Surgery achieves its long-term strategic objectives.

To ensure the overall smooth and efficient financial operation of the Practice. This will include general bookkeeping, making payments, raising invoices, all claims and producing timely and accurate financial information for management accounting and statutory reporting purposes.

To ensure the effective running of the financial operation of a business including preparation of monthly payroll, bank transactions, submitting and reviewing all NHS and non-NHS claims and NHS Pensions management.

Through innovative ways of working, drive to achieve NHS targets and changes within a profitable, efficient Practice environment alongside the whole Practice Team.

Mission statement

To provide all patients with a professional and caring healthcare experience in friendly, personal, confidential and safe surroundings.

Generic responsibilities

All staff at Portmill Surgery have a duty to conform to the following:

Equality, Diversity and Inclusion

A good attitude and positive action towards [Equality Diversity & Inclusion](#) (ED&I) creates an environment where all individuals can achieve their full potential. Creating such an environment is important for three reasons – it improves operational effectiveness; it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that they treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

Portmill Surgery is committed to supporting and promoting opportunities for staff to maintain their health, wellbeing and safety.

The post holder is to manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients and monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.

All personnel have a duty to take reasonable care of health and safety at work for themselves, their 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](#)
- [Coronavirus Act 2020](#)
- Other statutory legislation which may be brought to the post holder's attention.

Confidentiality

Portmill Surgery is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality.

It is essential that, if the legal requirements are to be met and the trust of our patients is to be retained, all staff must protect patient information and provide a confidential service.

Quality and Continuous Improvement (CI)

To preserve and improve the quality of Portmill Surgery's outputs, 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 Portmill Surgery to look for opportunities to improve quality and share good practice and to discuss, highlight and work with the team to create opportunities to improve patient care.

Portmill Surgery continually strives to improve work processes which deliver healthcare 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.

Staff should interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice.

All staff are to contribute to investigations and root cause analyses whilst participating in serious incident investigations and multidisciplinary case reviews.

Induction

At Portmill Surgery, you will be required to complete the induction programme and the practice management team will support you throughout the process.

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 in, and complete mandatory training as directed by the Practice Manager. It is an expectation for this post holder to assess their own learning needs and undertake learning as appropriate.

The post holder will undertake mentorship for team members and disseminate learning and information gained to other team members to share good practice and inform others about current and future developments (e.g., courses and conferences).

The post holder will provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning.

Collaborative working

All staff are to recognise the significance of collaborative working and understand their own role and scope and identify how this may develop over time. Staff are to prioritise their own workload and ensure effective time-management strategies are embedded within the culture of the team.

Teamwork is essential in multidisciplinary environments and the post holder is to work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working and work effectively with others to clearly define values, direction and policies impacting upon care delivery

Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

All staff should delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence.

Plans and outcomes by which to measure success should be agreed.

Managing information

All staff should use technology and appropriate software as an aid to management in the planning, implementation and monitoring of care and presenting and communicating information.

Data should be reviewed and processed using accurate Read codes to ensure easy and accurate information retrieval for monitoring and audit processes.

Service delivery

Staff will be given detailed information during the induction process regarding policy and procedure.

The post holder must adhere to the information contained within Portmill Surgery's policies and regional directives, ensuring protocols are always adhered to.

Security

The security of Portmill Surgery is the responsibility of all personnel. The post holder must ensure they always remain vigilant and report any suspicious activity immediately to their line manager.

Under no circumstances are staff to share the codes for the door locks with anyone and are to ensure that restricted areas remain effectively secured. Likewise, password controls are to be maintained and are not to be shared.

Professional conduct

All staff are required to dress appropriately for their role.

Leave

All personnel are entitled to take leave. Line managers are to ensure all their staff are encouraged to take all their leave entitlement in the holiday year.

Public holidays will be calculated on a pro-rated basis dependent on the number of hours worked.

Primary responsibilities

The following are the core responsibilities of the Finance Administrator. 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. Review all income and expenditure statements, identifying any inaccuracies and rectifying such issues, informing the Practice Manager as required
- b. Ensure invoices are paid within the given time frame

- c. Invoice for any work done by individual GPs, private medicals, letters etc and chase non-payment.
- d. Invoice for work completed by the Practice and use the CQRS system to ensure the payments are correct and claimed.
- e. Use the PCSE system to check payments into the practice are correct.
- f. Maintain an effective system for the handling of petty cash and cheques
- g. Responsible for ensuring appropriate ledger coding
- h. Prepare wages and overtime for payment
- i. Process superannuation payments
- j. Prepare calendar for all renewal dates for premises, clinical and staffing expenses; ensure renewals are accurate, necessary, and best value for money
- k. Present financial forecasts to Partners as and when required
- l. Ensure the presentation of financial reports is of a high standard
- m. Ensure that effective financial controls are in place and processes are adhered to
- n. Prepare and liaise with the accountant for the end of year accounts
- o. Understand and brief the management team on financial implications of contract and legislation changes affecting Portmill Surgery
- p. Maintain an effective working relationship with the CCG, ensuring Portmill Surgery receives a proportionate and equitable allocation of resources

Secondary responsibilities

In addition to the primary responsibilities, the Finance Administrator may be requested to:

- a. Deputise for the Practice Manager in their absence
- b. Act as the primary point of contact for finance-related matters with NHSE, the CCG and Portmill Surgery's accountant
- c. Partake in audit as requested by the audit lead
- d. Attend and actively participate in practice management meetings
- e. Attend any external meetings pertinent to the role of Finance Administrator

Person specification – Finance Administrator		
Qualifications	Essential	Desirable
Educated to degree level in healthcare or business		✓
Excellent standard of education with excellent literacy and numeracy skills	✓	
AAT Accounting Qualification or equivalent experience	✓	
Experience	Essential	Desirable
Experience of working with the general public	✓	
Experience of maintaining financial information systems	✓	
Experience of working in a healthcare setting		✓
Experience of data analysis and the production of reports	✓	
Experience of using the Xero financial system		✓
Experience of financial planning and forecasting	✓	
Experience of primary care/running costs for NHS organisations		✓
Skills	Essential	Desirable
Ability to exploit and negotiate opportunities to enhance service delivery	✓	
Excellent communication skills (written, oral and presenting)	✓	
Strong IT skills (Microsoft Office including Excel)	✓	
Strategic thinker and negotiator	✓	
Ability to prioritise and work to tight deadlines in a fast-paced environment	✓	
SystemOne clinical system user skills		✓
Effective time management (planning and organising)	✓	
Ability to network and build relationships	✓	
Proven problem-solving and analytical skills	✓	
Personal qualities	Essential	Desirable
Polite and confident	✓	

Flexible and co-operative	✓	
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	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Confident, assertive and resilient	✓	
Ability to use initiative and make relevant recommendations to line manager	✓	
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 over time and following consultation with the post holder, to facilitate the development of the role, the Practice and the individual.

All members of staff should be prepared to accept additional duties, or surrender existing duties, to enable the efficient running of the Practice and to support change management processes to support the success of the Practice. Additional duties will not be outside your abilities, skills or experience.

Name of Staff Member:

Signed by Staff Member:

Date:

Signed by Partner:

Date: