

**PHOENIX GROUP  
JOB DESCRIPTION**

**JOB TITLE: IT SYSTEMS AND COMMUNICATIONS ADMINISTRATOR**

**REPORTS TO: Practice Managers (Phoenix and Tetbury) / IT Lead GP**

**HOURS: Part time : 20 Hours per Week**

**This position is based across two sites, Phoenix Surgery in Cirencester and Romney House Surgery in Tetbury.**

**Job Summary:**

To ensure the daily smooth running of the Practices' computer systems and to support the development of clinical and other software installations as required on our five sites in the Cirencester/Tetbury area.

**Main Responsibilities:**

- Daily administration of system backups, electronic links to the Pathology Laboratory and local Health bodies and the telephone system,
- The first point of contact for all IT and telephone related problems.
- Investigate and resolve problems in the day-to-day use of computers, servers, printers, telephones and other IT related equipment, liaising with external companies as required. The main contact for IT queries and visits.
- Ensure the effective running of the Practices' IT network, e-mail and telephone systems.
- To be the first point of contact with the helpdesks of the clinical and other system suppliers.
- Setting up new users on the various systems and management of user profiles.
- Responsible for setting up and maintaining additional hardware and third party software, as required.
- Maintain and develop the practice intranets.
- Maintain and develop the surgery websites liaising with the external supplier, as required.
- Management of the Patient Information Screens.
- Manage patient online access, dealing with queries and problem solving.
- Assist in the installation and configuration of hardware and software
- Training of staff on basic system access and software.
- Report to the Practice Managers or IT lead GP any significant events relating to the IT systems
- Attend team leader and other meetings to update on IT developments

- Assist the Practice Managers in the ongoing development and implementation of the Practices' IT strategy

### **Confidentiality:**

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

### **Health & Safety:**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

### **Equality and 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 which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

### **Personal/Professional Development:**

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work
- Participation in annual basic life saving update training
- Participation in relevant protected learning time training sessions

### **Quality:**

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources

### **Communication:**

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

### **Contribution to the Implementation of Services:**

The post-holder will:

- Apply Practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work