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| **Job description & Person specification** | |
| Job Title | Compliance Coordinator |
| Line Manager | Practice Manager |
| Responsible for | N/A |

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| **Job summary** |
| To ensure all policies, procedures and processes are researched, written, filed and kept up to date. It is not envisaged that postholder becomes an expert in every area, rather they research the framework and work with managers and clinicians to complete the details, write up and methodically file.  Coordination of all private work and subject access requests across the admin team, clinicians and subcontractors.  Coordination of all areas of compliance ensuring that directly or indirectly all aspects are covered, monitored and recorded.  This will be under the direction of the Practice Manager with the aim of providing comprehensive support to the multidisciplinary team at the Practice and therefore the best possible service to the patients. |
| **Primary responsibilities** |
| The division of daily work between these areas will constantly change. The postholder will be expected to develop and maintain skills in all these areas and any other new areas relevant to the role and at an appropriate level.   ***Private work and subject access requests:*** Coordinating the process from submission to return to patient. The majority of the work is outsourced or carried out by the Reception/Admin teams but needs to be coordinated. ***Policies:*** Maintaining a register and collection of policies, updating as required. Initially many policies will need rewriting and reissuing to current standards. ***Process writing:*** Work with managers and clinician to synthesis information and write or rewrite processes and procedures. Converting their expert knowledge to readable, consistent and referenceable documents.  ***Data protection/GDPR:*** Ensure all DPAs, DPIAs and Privacy notices are up to date, filed and displayed as required.  ***Compliance:*** Ensuring we maintain record of all areas of testing, monitoring and compliance. Much, but not all, of the work will be done by others but the central recording, registers and reminding will be coordinated by this role. ***Audits:*** Ensuring all clinical audits are consistently recorded and coordinated and run any non-clinical ones that may be required (this does not include financial audits). ***Maintaining intranet and webpage***: Much of the above needs to be recorded and displayed on our intranet and to a lesser extent webpage. The postholder will need to learn and administer our intranet system in detail. |
| **Secondary responsibilities** |
| **Minute taking**: As required for confidential meetings **HR Support:** Spreadsheet/Database maintenance as needed Lisson Grove and Woolwell Medical Centres is a relatively small business, and all staff are required to generally support the Practice and its patients. As such there are a variety of responsibilities that apply regardless of role. These are just some examples and should not be regarded as in any way exhaustive, training will be provided where required.  Completing all directed training including basic life support or other emergency support. Act as Chaperone if requested by a patient or clinician. Helping with infection control or safety issues. Helping with large clinics or events which may be out of hours (e.g. Saturday flu clinics). Any other responsibility commensurate with the level or below the level of this role as reasonably requested. Allocated duties will vary depending on current and evolving workloads, targets, skills mix and staffing levels |

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| **Person Specification** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Educated to GCSE level or equivalent including English Language and Mathematics | ✓ |  |
| A Levels or similar qualifications (or relevant experiences.) | ✓ |  |
| Level 4 or higher qualification |  | ✓ |
| **Experience** | **Essential** | **Desirable** |
| Coordination in a multi-faceted role | ✓ |  |
| A wide range of administrative and organisational duties | ✓ |  |
| Data protection/GDPR | ✓ |  |
| Working in a back office health care, legal, educational or similar setting *(\*Whilst not essential it will be used for first level shortlisting if there are a large number of candidates)* |  | ✓\* |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication and interpersonal skills | ✓ |  |
| Very strong general IT | ✓ |  |
| Strong Excel / spreadsheet | ✓ |  |
| Web or intranet (CMS) |  | ✓ |
| Research and the ability to synthesis information | ✓ |  |
| High level report and other writing skills | ✓ |  |
| Ability to think in a creative or divergent way | ✓ |  |
| To be extremely organised and methodical | ✓ |  |
| To be able to rapidly assimilate information, synthesis it and produce high quality written documents. | ✓ |  |
| **Personal Qualities** | **Essential** | **Desirable** |
| Polite and confident with excellent people skills | ✓ |  |
| Problem solving & analytical skills | ✓ |  |
| Motivated forward thinker and self-motivator | ✓ |  |
| Effective time management (Planning & Organising) | ✓ |  |
| Ability to work as a team member and autonomously | ✓ |  |
| Ability to work under pressure | ✓ |  |
| Desire to work in a fast paced and constantly evolving environment | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours | ✓ |  |
| Disclosure Barring Service (DBS) check | ✓ |  |
| Meet healthcare vaccination requirements | ✓ |  |

This document may be amended to facilitate the development of the role, the practice and the individual or to more accurately reflect any changes in the role. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.