A logo with people and letters

Description automatically generated with medium confidence

Office & Administrative Assistant

Applicant Information

Ref: OAA0725

August 2025

Southern GP Federation Support Unit

******

**Contents**

[Introduction 3](#_Toc168657491)

[Job Description 6](#_Toc168657492)

[Personal Specification 9](#_Toc168657493)

[Recruitment Process 10](#_Toc168657494)

[Pre-Employment Checks 11](#_Toc168657495)

[Tips for Completing / Submitting your Application Form 12](#_Toc168657496)

[GP Federation Terms & Conditions 13](#_Toc168657497)

[APPENDIX A 16](#_Toc168657498)



# Introduction

To provide the best possible healthcare for the people we serve, it is essential that GP Federations attract and retain staff who are appropriately qualified, professional in the service they deliver, happy and productive in their work and committed to lifelong learning and developing in their role.

This information pack is designed to provide you with a brief overview of the role of GP Federations, the terms and conditions of employment within GP Federations and information which should assist you in the completion of your application form.

Thank you for your interest in applying for a position within the Southern GP Federation Support Unit and we look forward to receiving your application.

**Northern Ireland GP Federations**

GP Federations were established in Northern Ireland with two main aims:

* To support and protect GP Practices.
* To help deliver the transformation agenda in Health and Social Care.

GP Federations aim to provide better care, delivered in a more responsive way and closer to home, for patients registered on the lists of practices within the Federation. The focus is on working across the local health and social care community, in collaboration with a wide number of agencies, to design and implement innovative healthcare strategies and ways of delivering high quality care.

Across Northern Ireland, there are 17 GP Federations which have been established by GPs to support General Practice and facilitate the transformation of health and social care in a Primary Care setting. Each Federation has been established as a Not-For-Profit Community Interest Company and any financial surplus generated through efficiency is re-invested in front-line services.

Each Federation covers a patient population of approximately 100,000 patients and, because of scale, provides services which would not otherwise be delivered at individual Practice level.

**The Federations**

The Federations are established in the following locations:

**The Federation Support Unit (FSU)**

Each area has established and incorporated an FSU. All 17 Federations are supported by 1 of 4 FSUs. Each FSU has been designed to provide Federation members with support, advice and expertise in the design and delivery of service provision. FSU functions include central management expertise, planning, accounting, communication, corporate governance and human resources. In some instances, these services will be outsourced.

The core purpose of the FSU is to ensure that clinicians are free to focus on ensuring they provide the best clinical outcomes for their patients while improving the quality-of-care patients receive.

**Direct Service Provision**

As Federations grow, develop and mature, they are increasingly recognised as an efficient and effective model for staff employment and service provision as part of the transformation of services in primary care and the community. A range of exciting services have already been introduced for example, General Practice Pharmacy, Advanced Nurse Practitioners, GP locum pool, Social Prescribing, Practice Based Learning (PBL) events and the shared management of a new and enhanced multi-disciplinary team (MDT) in Primary Care MDTS includes practice-based staff, district nurses, health visitors’, social workers, physiotherapists and senior mental health practitioner.

# Job Description

**OFFICE & ADMINISTRATIVE ASSISTANT**

|  |  |  |
| --- | --- | --- |
| **Perm/contract:**  Permanent | **Reports to:**  Project Support Manager | **Team:**  SFSU |
| **Location:**  Newry | **Hours:**  22.5  **Schedule:** 3 full days or 4-5 shorter days. Must be available to work on Tuesday as part of their working pattern. Post will involve occasional evenings and working until 6.30pm on occasional Tuesdays. | **Salary:**  £24,071 - £25,674 per annum, pro rata |

**ABOUT THE ROLE**

The position will be that of Office & Administrative Assistant to the Southern GP Federation Support Unit (SFSU). The Southern FSU provides support to the Federations in Craigavon, Armagh & Dungannon and Newry & District.

The Office & Administrative Assistant will be primarily responsible for high quality routine office and administrative support to more senior staff. The postholder will provide daily support to the Director of Operations and Project Support Manager and will assist with the smooth running of the Federations’ Practice Based Learning (PBL) training events.

**Responsibilities**

* Provide high quality routine administrative support ensuring the effective operation of systems and procedures including the maintenance of all files and correspondence as necessary to the Southern FSU team and its respective boards
* Minute all Southern FSU and associated Federations board meeting and provide them to the respective boards
* Manage the diary and set up meetings on behalf of the Director of Operations and Project Support Manager
* To act as the first point of contact in respect of telephone enquiries to the Southern GP Federation and responding appropriately to any questions
* Maintain supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies
* Assist with project work as required including, booking of venues hire and other private meeting/function requirements
* Responsibility for booking, controlling use and setting-up of board room and meeting rooms
* Liaise with senior team members to ensure audio-visual and other IT requirements are in place for meetings and other functions
* Assist with the provision of refreshments for internal and external meetings
* Continually seek to improve the service delivered within the SFSU by committing to attend personal development training, demonstrating a team work ethic and embracing change
* Arrange regular testing for electrical equipment and safety devices
* Maintain the condition of the office and office equipment and arrange for necessary repair
* Undertake general administrative duties such as typing, photocopying, filing, scanning, shredding etc., as required and to assist with arrangements and preparations for meetings, including preparation and collation of papers, booking venues, making travel arrangements, etc
* Check that data protection laws are being adhered to in relation to the storage of data, and review and update policies
* Assist the SFSU in the implementation of GDPR
* Provide high level service to all stakeholders
* Assist in the administration and implementation of administrative systems within the SFSU
* Suggest changes or improvements to increase accuracy, efficiency, and cost reduction

**General Responsibilities**

All duties must be carried out in compliance with Health and Safety Policy and statutory regulations. The post requires frequent VDU use of up to 3 to 4 hours at a time.

**Requirements**

* Four GCSE’s (including GCSE English Language and GCSE Maths (Grades A\* - C) or equivalent qualification to demonstrate literacy and numeracy

OR

Higher Qualification plus 1 years’ experience in a clerical/administrative role

OR

2years’ experience in a clerical/administrative role

* Excellent IT skills with proven experience in Microsoft Package
* Ability to attend regular evening board meetings as a note-taker
* Minute-taking experience is desirable but not essential

**Records Management**

All employees of FSU are responsible to the Federation Executive Board for all records held, created or used as part of their business including corporate and administrative records whether paper-based or electronic and also including emails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Information Regulations 2004 and the Data Protection Act 1998. Employees are required to be conversant with the organisation’s policy and procedures on records management and to seek advice if in doubt.

***This job description is subject to review in the light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the post holder works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time.***

***Please note that the GP Federations and FSU operate a “No Smoking” Policy and all employees MUST comply with this.***

***We are an Equal Opportunities Employer.***

# Personal Specification

**Job Title:** Office & Administrative Assistant

A shortlist of candidates for interview will be prepared on the basis of the information contained in the application form. It is therefore essential that all applicants demonstrate through their application how and to what extent their experience and qualities are relevant to this post and the extent to which they satisfy each criterion specified.

**Essential Criteria**

Applicants must have:

* Four GCSE’s (including GCSE English Language and GCSE Maths (Grades A\* - C) or equivalent qualification to demonstrate literacy and numeracy

OR

Higher Qualification plus 1 years’ experience in a clerical/administrative role

OR

2years’ experience in a clerical/administrative role

* Excellent IT skills with proven experience in Microsoft Package
* Proven experience of contributing positively as part of a team and ability to work independently when required
* Hold a full current driving license and/or have access to a form of transport which will permit the applicant to meet the requirements of the post in full. \**This relates to any individual who has declared that they have a disability which debars them from driving.*
* Willing to travel within locality of Federation group
* Available to work evenings to facilitate board meetings (Maximum 2 per month)

**Desirable Criteria**

* Knowledge of Health Care system in Northern Ireland.
* Experience of minute taking.

**SKILLS – These will be assessed at interview**

* Excellent customer service skills, with the ability to use discretion, patience, tact and respect for confidentiality.
* Proven experience of successfully managing and prioritising own workload, with an ability to work under pressure and to tight deadlines.
* Excellent written and verbal communication skills
* Good attention to detail
* The ability to work under pressure and to deadlines
* The ability to work as part of team as well on own initiative, showing accountability for your actions.

**Please note that the FSU operates a “No Smoking” Policy and all employees MUST comply with this.**

**We are an Equal Opportunities Employer.**

# Recruitment Process

**Return of application forms**

Application forms can be completed and returned via email to [hr@southernfsu.co.uk](mailto:hr@southernfsu.co.uk)

Application forms must be submitted by the stated closing date and time.

**Late applications will not be accepted.**

**Please note**:

* It is your responsibility to check that your application has been submitted successfully. GP Federations are not responsible for any technical problems you may experience and is not obliged to accept a late application from you in these circumstances.
* Additional information may not be included on your application after the closing date/time.

**Waiting List**

A 12-month waiting list will be compiled.

**Interview Outcome**

Following the interview:

You will be notified that: (1) you have been successful at interview and will be made a job offer OR (2) you have been successful at interview and are on the waiting list pending an offer being made OR (3) you have been unsuccessful at interview.

**References**

References will be sought for all successful candidates at job offer stage. Referees will be given one week to respond. References not received within this time will delay your final outcome notification being sent

# Pre-Employment Checks

The following pre-employment checks will be carried out prior to appointing someone to a post:

**References**

All appointments are subject to two satisfactory references being received. Please be specific when providing addresses/contact details for your referees. One of your references should have knowledge of your present work/or most recent employment & be in a supervisory/managerial capacity. Both referees should be from an employment background.

**Professional Registration/Qualification Checks/Verification of Identity**

The Federation Support Unit will carry out checks to confirm professional registration and any qualifications which are listed as essential in the Personnel Specification. You will also be required to produce original documents to verify your identity, one of which must be photographic identification.

Proof of qualifications and/or professional registration will be required if an offer of employment is made. If successful, appointees will be required to produce documentary evidence that they are legally entitled to live and work in the UK e.g., Passport/travel documents. Failure to do so will result in non-appointment.

**Criminal Records Checks**

As part of the Recruitment and Selection process it will be necessary to carry out an Enhanced Disclosure Check through Access NI before any appointment to this post can be confirmed.

The above checks must be completed before an appointee commences employment.

A criminal record will not necessarily be a bar to obtaining a position.

The GP Federation Support Unit has a policy on the recruitment of ex-offenders and a policy on the secure handling, use, storage, and retention of disclosure information. Both policies are available to all applicants on request.

Please contact [hr@southernfsu.co.uk](mailto:hr@southernfsu.co.uk)

The GP Federation Support Unit adheres to the AccessNI Code of Practice, please see <https://www.nidirect.gov.uk/publications/accessnicode-practice>

# Tips for Completing / Submitting your Application Form

All sections of the application form must be completed in full. Please note shortlisting will be carried out based on the criteria set out in the Personnel Specification, using solely the information you provide on the application form. Therefore, you must ensure that your application form clearly indicates how you meet the criteria stated in the Personnel Specification, as failure to do so may result in you not being shortlisted.

For example, be specific about dates of employment; qualification subjects and levels (including any sub-parts); and number, expiry date and nature of professional registration (including part/branch of the register as appropriate).

Repeat information (if applicable) across questions – do not presume that if you have mentioned something in one question it crosses across all questions. Each criterion is marked separately.

Please note that essential and where relevant, desirable criteria may be used for shortlisting. Applicants should therefore make it clear on their application form whether they meet the desirable criteria, as per the Personnel Specification. Failure to do so may result in you not being shortlisted.

**Candidates with a Disability**

GP Federations are committed to ensuring that applicants with a disability have equality of opportunity and are considered solely on their merits. Therefore, if you require any assistance/reasonable adjustments during the recruitment process, please give details on your application form in the relevant section. If you would like to speak to someone about reasonable adjustments, please contact [hr@southernfsu.co.uk](mailto:hr@southernfsu.co.uk)

# GP Federation Terms & Conditions

GP Federations offer a competitive remuneration package and terms and conditions of employment. Our employment practices and policies adhere to all relevant employment legislation, and we are committed to promoting diversity and equality of opportunity in employment for our staff. As well as the items listed below, Federations also offer occupational maternity, paternity, and adoption pay, as well as an occupational sick pay scheme as detailed below.

**Place of Employment**

The place of employment will be the Southern GP Federation Support Unit, Unit 1 Derryboy Road, Carnbane Business Park, Newry, BT34 6QH.

**Working Hours / Pattern**

Normal working pattern is within Practice opening hours of Monday to Friday each week. The working pattern (distribution of working hours) will be agreed by the GP Federation and with a requirement to meet the business needs of the GP Federation.

A number of Flexible Working provisions are offered by the Federation, what provisions are available depends on the role being undertaken. For further detail please contact [hr@southernfsu.co.uk](mailto:hr@southernfsu.co.uk)

**Continuous Service**

Previous confirmed employment with another Federation, FSU or Health and Social Care Trust/Organisation, will be counted towards continuous service.

**Salary**

£24,071 - £25,674 per annum, pro rata.

**Annual Holidays**

The holiday year runs from 1 April to 31 March. If you are in the service on 1 April in any year, entitlement to annual leave with pay in that leave year will be 27 days in addition to statutory and bank holidays as specified below (annual leave will be allocated on a pro rata basis for part time staff). Entitlement to annual leave will increase to 29 days per annum pro rata after 5 years’ service or for those with recognised 5 years’ service and 33 days per annum pro rata after 10 years’ service or for those with recognised 10 years’ service.

**Statutory Holidays**

You will receive the following Statutory (Public) Holidays with pay. Part-time staff will receive a pro rata proportion of the bank holiday entitlement regardless of the days on which they are required to work. When the public holiday falls on a Saturday or Sunday; the 'substitute day' is normally the following Monday.

New Year’s Day

St Patrick’s Day

Easter Monday

Easter Tuesday

1st Monday in May (Early May Bank Holiday)

Last Monday in May (Spring

Bank Holiday)

12th July

Last Monday in August (Summer Bank Holiday)

Christmas Day

Boxing Day

**Occupational Sick Pay**

Previous confirmed employment with another Federation, FSU or Health and Social Care Trust/Organisation, will be counted towards Occupational Sick Pay, unless there has been a break of 12 months or more.

* During the first year of service this will equate to one months’ full pay and two months’ half pay.
* During the second year of service this equates to two months’ full pay and two months half pay.
* During the third year of service this equates to four months full pay and four months half pay.
* During the fourth and fifth years of service this equates to five months’ full pay and five months’ half pay.
* After completing five years of service, you will receive six months’ full pay and six months’ half pay.

**Pension**

This post will be pensionable from the date of commencement of employment. Southern FSU has access to the HSC Pension Scheme as the company pension scheme.  The HSC Pension Scheme is a defined benefit scheme and scheme members receive an excellent package of pension benefits which are index linked and guaranteed by Government.

Employer contribution rate of 23.2%.

Please see <https://hscpensions.hscni.net/contributions/> for further information.

**Mileage Claims**

Costs associated with necessary business travel will be reimbursed. Members of staff will be reimbursed for miles travelled in the performance of their duties which are in excess of the home to agreed work base return journey.

For further information please visit our website [www.southernfsu.co.uk](http://www.southernfsu.co.uk/)

A colorful circle with icons

Description automatically generated

# APPENDIX A

All successful candidates will be ranked in order based on their performance at interview. Offers from the waiting list will then be made as and when posts become available in rank order but also taking account of individual location and working hours preferences which must match the vacant post. The following rules will be applied:

Waiting List Principles

Waiting List Principles

* Applicants will **only** be offered posts which match their stated preferences, in the first instance.
* Formal offers of posts within GP Federation areas will be issued by email to the email address given at the point of application. Offer emails will require a response of acceptance or decline within 2 working days of issue. If the applicant does not contact the HR Team within 2 working days of issue, then the HR Team will move to the next person on the waiting list. In such instances the applicant will retain their rank order and will be contacted again when another suitable vacancy arises.
* If an applicant declines or does not respond to an offer which matches their stated preferences on 3 separate occasions, the applicant’s name will be removed from the waiting list and they will not be considered any further, unless mitigating circumstances can be demonstrated.
* For **permanent** offers, once an applicant has been offered and accepted a permanent post, they will be removed from the waiting list. If an applicant accepts an offer for a GP Federation Area but subsequently refuses the offer, they will be removed from the waiting list, unless mitigating circumstances can be demonstrated.

If an applicant accepts or refuses a **temporary** offer, they will retain their rank order on the list and will be contacted again when another vacancy arises.

*Empowering General Practice to provide best Primary Care*

