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Southern GP Federation Support Unit

Project Support Assistant

Applicant Information

**Contents**

[Introduction 3](#_Toc168657491)

[Job Description 5](#_Toc168657492)

[Personal Specification 9](#_Toc168657493)

[Recruitment Process 11](#_Toc168657494)

[Pre-Employment Checks 12](#_Toc168657495)

[Tips for Completing / Submitting your Application Form 13](#_Toc168657496)

[GP Federation Terms & Conditions 14](#_Toc168657497)

[APPENDIX A 17](#_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 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

**Project Support Assistant**

|  |  |  |
| --- | --- | --- |
| **Perm/contract:**  Permanent | **Reports to:**  Project Support Manager | **Team:**  Southern GP Federation Support Unit |
| **Location:**  Newry | **Hours:**  37.5 | **Salary:**  £26,530 - £29,114 per annum, pro rata |

**Job summary**

We are seeking an enthusiastic and versatile individual to provide project administrative support for the Southern GP Federation Support Unit. This will primarily include assisting in project coordination and secretarial and administrative support.

**Responsibilities**

The postholder will:

* Provide a professional, efficient, and comprehensive support service and at all times demonstrate a high level of discretion, sensitivity, and confidentiality.
* Ensure the effective operation of systems and procedures including the maintenance of all files and correspondence as necessary.
* Communicate effectively with all internal and external stakeholders and General Practice colleagues, taking appropriate action in relation to enquiries and messages.
* Work collaboratively with project Leads and colleagues.
* Organise and manage meetings for the Mental Health Team including scheduling meeting rooms, assisting with the provision of refreshments for internal meetings & the provision of agendas and papers, minute taking and creation, circulation and follow up of an actions log.
* Assist with all PBL events and other educational events including communication with practices and liaising with venues.
* Prepare information and resources for inclusion on the Federation’s website.
* Assist with Personal and Public Involvement and Co-Production activity, ensuring the meaningful involvement of patients and carers in the planning, delivery and evaluation of MDT services. Support MDT colleagues with the development of community development projects and group programmes, including the preparation of information & resources and assistance with Power Point presentations.
* Support colleagues with the delivery of community development projects and group programmes, including scheduling room bookings, organising refreshments and providing administrative & IT support at events,
* Maintain supplies of necessary resources by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; and verifying receipt of supplies.
* Responsible for ensuring that the team has the necessary equipment and resources required to undertake their duties. Report and action any problems that may arise.
* Maintain communication with GP Leads and teams to support a cohesive and consistent approach.
* Recognise the importance of confidentiality and sensitivity of issues at all times.
* Have the ability to be flexible and alter work patterns as required in order to meet the variable nature of workloads, interruptions, and deadlines.

**Governance**

The postholder will:

* Assist with the development of policies, procedures, standards and guidance as required.
* Maintain Risk Assessments & Risk Register relating to each Service.
* Undertake and support audit activity, including the preparation of audit reports.
* Maintain clinical, professional and service KPI analysis to include information gathering and preparation of reports for review.
* Schedule and communicate supervision, appraisal, professional revalidation and other individual meetings as necessary.
* Support with organising induction, training and other CPD activity for the MDT team.
* Participate in Quality Improvement initiatives.
* Continually seek to improve the service delivered within the Federations by committing to attend personal development training, demonstrating a team work ethic and embracing change.

**Information Management**

The postholder will:

* Maintain MDT reporting templates, ensuring version control.
* Assist in collecting and collating clinical statistics.
* Assist in creating performance reports, including Outcome Based Accountability Reports
* Assist with the collection, collation and analysis of feedback from patients, carers and other stakeholders, including from satisfaction surveys and focus groups.
* Support with research and the evaluation of services, including data collection, analysis and presentation of information and reports.
* Support the provision of information in a variety of formats for practices, patients and other stakeholders, including the development of posters, infographics and newsletters.
* Maintain local databases and information relevant to the MDT Team.

**GDPR**

The postholder will:

* Ensure adherence to FSU Data Protection policy in undertaking duties.
* Support the FSU in ensuring compliance with GDPR.
* Develop and maintain a filing system for both paper and electronic records in compliance with the requirements under GDPR.

Ensure the confidentiality and security of all information that is dealt with in the course of performing your duties in accordance with the requirements of the Data Protection Act 2018 and adhere to the principles of GDPR**.**

**Health & Safety**

In accordance with the Health and Safety at Work Order 1978 and other supplementary legislation, you are required to take reasonable care to avoid injury during the course of work and co-operate with the FSU and others in meeting statutory regulations.

• To comply with safety instructions and FSU policies and procedures.

• To use in a proper safe manner the equipment and facilities provided.

• To refrain from wilful misuse of or interference with anything provided in the interest of health and safety and any action which might endanger yourself and others.

• To report as soon as practical any hazards and defects to your senior manager.

• To report as soon as practical accidents and untoward incidents and to ensure that accident forms.

* Comply with all instructions with regard to Infection Prevention and Control

**Other**

* Continually seek to improve the service delivered within the Federation/FSU by committing to attend personal development training, demonstrating a team work ethic and embracing change.
* Be proactive in suggesting improvements to increase accuracy, efficiency, and cost reduction.
* Any other duties as appropriate.
* Actively participate in the annual performance review to identify personal development needs.
* At all times treat those with whom they come into contact in a courteous and respectful manner
* Maintain confidentiality at all times.

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.

**Equality**

The GP Federation is an Equal Opportunities employer and welcomes applications from all sectors of the community irrespective of their religious belief, political opinion, race, gender, marital status, dependants, age, sexual orientation or disability.

All staff are required to comply with our Equal Opportunities Policy and each employee must make him/herself aware of their obligations. Managers/Supervisors have a responsibility to ensure compliance with this requirement and promote equality of opportunity.

**Records Management**

All employees of Federations/FSU are responsible to the 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 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 2018 and EU GDPR. Employees are required to be conversant with the organisation’s policy and procedures on records management and to seek advice if in doubt.

**Environmental Cleaning**

The GP Federation recognises the key principle that cleanliness Matters. It is everyone’s responsibility, not just the cleaners to ensure a hygienically clean environment. Whilst there are staff employed by the Federation who are responsible for cleaning services, all staff employed by the Federation have a responsibility to ensure a clean, comfortable and safe environment for patients, clients, residents, visitors, staff and members of the general public.

***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: Project Support 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**

* A minimum of 5 GCSE’s at Grades A-C including English Language and Maths or equivalent/higher qualification AND 2 years’ experience in an administrative or project role

**OR**

HNC /HND or equivalent/higher qualification in an administrative/project related field and 1 years’ experience in an administrative or project role

**OR**

1. years’ experience in an administrative or project role.

* Proficient in the use of Microsoft Office Suite to include evidence of the following:
* Excel – creation of databases/spreadsheets to input data, analyse data and present results accurately, formulas, charts, pivot tables
* Word – editing, formatting, creating templates
* PowerPoint – presentations, design, animation
* Outlook – calendar management, scheduling, task distribution
* Experience of data management and the ability to collect and analyse project related data.

\*To be tested at interview

* Ability to work on multiple tasks/projects, managing own workload from start to finish and reacting to changing priorities
* Ability to carry out a range of complex administrative duties which involve using initiative and making decisions
* Ability to deliver work in line with agreed quality standards, guidelines and procedures.
* Ability to work as part of a team.
* The successful candidate must hold a full current driving license (valid in the UK) and have access to a car at the closing date or have \*\* access to a form of transport which will permit the applicant to carry out the duties of the post in full. *(\*\* this relates only to any person who has declared that they have a disability, which debars them from driving).*

**Desirable Criteria**

1. Previous experience working in a health and social care setting.
2. Experience of working within a project team.
3. Experience of minute taking.

**Applicants please note:**

Whilst elements of the essential criteria of the Personnel Specification will form the basis for shortlisting, these may become more stringent by introduction of desirable criteria (if stated).

The appointment is subject to proof of the attainment of any qualifications deemed essential to the post and used as a basis for shortlisting. Failure to provide evidence of the required qualifications prior to taking up the post will result in the offer of employment being withdrawn.

**Appointments may be subject to assessment by an Occupational Health Service.**

A 12-month waiting list will also be compiled for any subsequent full time/part time temporary and permanent posts which may arise in the Southern FSU.

**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 for full-time and part-time, permanent and temporary roles will also be compiled for the Southern GP Federation Support Unit.

**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.

**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**

£26,530 - £29,114 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/)

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# 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*

