

**EASTERN
FEDERATION
SUPPORT UNIT**



APPLICANT INFORMATION PACK

Administrative Assistant- Operations

JOB REF: AAO/2025/25

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Introduction

This information pack includes the following information which you should refer to when completing your application:

- A brief overview of the role of GP Federations and the Federation Support Unit.
- Job description and Person specification
- Overview of the terms & conditions of employment
- An outline of the Recruitment process
- Guidance notes which should assist you in the completion of your application form

Thank you for your interest in applying for a position with Eastern FSU, we look forward to receiving your application.

Northern Ireland GP Federations

Evidence and recommendations from the Royal College of General Practice, the Kings Fund and the Bengoa Report highlight the benefits of GP Federations in addressing the increasing demand for primary care and the workforce challenges facing General Practitioners.

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 Federation Support Units (FSUs)

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 that they provide the best clinical outcomes for their patients, while improving the quality of care that they receive.

The Federation Support Unit- What we do

Our mission is to deliver innovative healthcare solutions for the benefit of patients across Northern Ireland. Our shared vision, with our member Federations, is improving Primary Care together. Our identify statements and values can be found here <https://easternfsu.com/our-mission/>

Eastern FSU provides corporate affairs duties at scale to its member Federations, on a local and regional basis. This model ensures management and administrative support is more cost effective for member Federations. Eastern FSU supports four Belfast GP Federations and four GP Federations in the South East of Northern Ireland. Details of the Federations we support can be found here <https://easternfsu.com/gp-federations/>

A Federation is a group of GP practices, established in 2014, aimed at addressing capacity and workload issues within general practice. By coming together within a large scale, primary care organisation, it enables economies of scale, not achievable by a single practice. Each GP Federation has established itself as a clinically led, not-for-profit Community Interest Company (Limited by Guarantee) which means that it exists for the benefit of its community and any financial surplus generated must be reinvested in line with the members agreement.

Eastern FSU also manages a range of local and regional services, which patient populations benefit from. A list of all of the services provided can be found here <https://easternfsu.com/eastern-fsu-services/>



JOB DESCRIPTION

POST:	Administrative Assistant - Operations
LOCATION:	Hybrid working available- 3 days in office at the Eastern Federation Support Unit (EFSU), 1 Bradford Court, Belfast, BT8 6RB. 2 days working from home (if desired).
REPORTS TO:	Operations Managers (2) -Belfast and South Eastern areas
RESPONSIBLE TO:	Head of Service Delivery
SALARY:	£24,071 - £25,674 per annum
HOURS:	37.5 hours per week with some evening meetings when required- any additional hours worked outside normal working hours will be recouped as time off in lieu (TOIL)

JOB SUMMARY

The postholder will provide high quality administrative support to the Eastern Federation Support Unit and the eight federations it supports in the Belfast and South Eastern areas. As a key member of the Operations Team and by supporting wider FSU colleagues, they will contribute to the delivery and development of high-quality operational support services for the Federations.

They will be responsible for maintaining accurate records, coordinating meetings and events, acting as a first point of contact for enquiries and supporting communication channels. The post holder will assist senior staff with the production of reports and documentation and will play a proactive role in improving administrative processes, efficiency, accuracy, and consistency across the operations function. The role includes managing confidential business information in an administrative capacity with discretion and in line with Data Protection and GDPR requirements.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Administrative Coordination and Record Keeping

- Undertake a wide range of administrative duties independently, following direction from Operations Managers and senior management ensuring an effective service to Federations.
- Act as first point of contact for telephone and email enquiries relating to Federation/Operational services.
- Maintain files, correspondence, and records in line with organisational requirements.
- Manage and maintain relevant electronic filing systems and databases.
- Ensure records held by Eastern FSU (e.g. practice list sizes, member directors, Board members, Companies House information) are accurate and up to date.
- Support practices in ensuring the timely returns of information required by Federations/FSU.
- Handle confidential and sensitive information in line with organisational standards.

Supporting Meetings

- Provide administrative support for Federation meetings, including liaising with relevant managers and Leads to draft and circulate agendas, book meeting rooms, send out meeting invitations, collate papers,
- Arrange Zoom/Teams invitations, create and circulate meeting packs, and provide technical or equipment support for video conferencing.
- Follow up with managers and Leads to ensure all required information and templates for meetings are completed accurately and on time for circulation.
- Assist with ordering catering and refreshments for meetings and events.
- Take minutes using digital tools as appropriate. Post meeting, distribute action logs, and assist with follow-up on outstanding actions as required.
- Support the coordination of other Federation events/meetings (such as Strategy Days, AGMs, workshops, and conferences) and any other meetings as required.
- Handle sensitive data appropriately, including supporting meetings containing confidential subject matter.

Supporting Communications

- Support Federation websites and FSU websites (as relevant) and social media maintenance by communicating update requirements to the relevant administrator in a timely and accurate manner.
- Create and update email distribution lists and ensure key stakeholder information is accurate.
- Maintain databases to ensure policy/procedure reviews are completed in a timely and consistent manner.
- Maintain version control of reporting templates and ensure they remain current.
- Work with relevant leads to ensure KPIs are up to date.
- Support senior staff with the preparation of reports, documents, and proposals ensuring correct formatting and grammar.

Efficiency and Adaptability

- Manage time and resources effectively with an ability to prioritise workload and be flexible in response to changing or urgent needs when required.
- Be proactive in suggesting improvements to increase accuracy, efficiency, and cost reduction.
- Be a flexible member of the team, supporting colleagues to ensure high-quality operational support services for the Federations.
- Commit to ongoing professional development, including training in digital tools, AI applications, and new systems as they emerge and are adopted by FSU.
- Demonstrate adaptability in a dynamic environment, with openness to evolving responsibilities as digital tools and organisational needs develop.
- Occasionally attend and support evening meetings in person and by Zoom as required. Any additional hours worked outside normal working hours will be recouped as time off in lieu (TOIL)

General Responsibilities

- The postholder must demonstrate commitment to Eastern FSU's values when undertaking the role and at all times treat those with whom they come into contact in a courteous and respectful manner.
- Demonstrate their commitment by the efficient completion of all tasks allocated to them.
- Comply with the No Smoking Policy.
- Carry out their duties and responsibilities in compliance with health and safety policy and statutory regulations. Adhere to equal opportunities policy throughout the course of employment.

DATA PROTECTION & GDPR

- 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 DPA (2018) and GDPR.

RECORDS MANAGEMENT

All employees of 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.

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.

We are an Equal Opportunities Employer

Personnel Specification

A shortlist of candidates for interview will be prepared solely based on the information contained against each criterion in the job specific questionnaire. It is therefore essential that all candidates demonstrate through each criterion how and to what extent their experience and qualities are relevant to this post.

CRITERIA	ESSENTIAL	DESIRABLE	METHOD OF EVALUATION
Qualifications & Experience	5 GCSEs at Grades A-C to include English Language and Mathematics or equivalent. AND 12 months *administrative support experience. OR 3 years *administrative support experience. *Experience gained in an office environment to include communicating with internal and external contacts/stakeholders, updating records/databases and formatting correspondence using Microsoft packages.	Previous experience of supporting business meetings.	Application form and interview
KNOWLEDGE & SKILLS:	Proficient IT knowledge with experience in the use of MS Word, Outlook, Excel, ZOOM or MS Teams and accurate keyboard expertise. Ability to communicate effectively, verbally and in written business communications. Ability to use initiative and work with flexibility in an evolving organisation.		Application form and interview Application form and interview Interview

	Good organisational skills with an ability to prioritise own workload.		Interview
PERSONAL QUALITIES:	Ability to work effectively as part of a team, developing good working relationships and engaging with stakeholders.		Interview
OTHER:	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. Ability to attend evening meetings virtually and in-person on occasion.		Application form Application form and interview questions.

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 the introduction of desirable criteria.

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 the Occupational Health Service.

Recruitment Process

Process	Dates
Applications Open	Wednesday 8 th October 2025
Close applications	12 noon, Wednesday 22nd October 2025 Your completed application should be emailed to recruitment@easternfsu.co.uk

Reserve / Waiting list.

A waiting/reserve list for further roles may be compiled.

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 Angela Emmett, HR Officer by emailing angela.emmett@easternfsu.co.uk

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. One of your references must be from your most recent employer and be provided by a referee in a supervisory/managerial capacity. **References will be requested only after a job offer has been made.**

Professional Registration/Qualification Checks/Verification of Identity

The Human Resources Team will carry out checks to confirm any professional registration and qualifications which are listed as essential in the Personnel Specification. Proof of qualifications and/or professional registration will be required if an offer of employment is made. If successful, appointees will also be required to produce documentary evidence that they are legally entitled to live and work in the UK e.g. Passport/travel documents.

Access NI Checks

As part of the Recruitment and Selection process it may be necessary to carry out a 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 recruitment@easternfsu.co.uk

The GP Federation Support Unit adheres to the Access NI Code of Practice, please see:

<https://www.nidirect.gov.uk/publications/accessnicode-practice>

Guidance Notes 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 your not being shortlisted.
- For example, be specific about dates of employment; qualification subjects and levels (including any sub-parts).
- 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 at 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.

Overview of Terms & Conditions

Eastern FSU offers a competitive remuneration package and terms & conditions of employment.

Hours of Work

The standard hours of work are 37.5 hours per week.

Hybrid Working

Eastern FSU offer hybrid working currently comprised of 3 days office working and 2 days working from home (if desired) and dependent upon business requirements.

Annual Holidays

The holiday year runs from 1 April to 31 March. If you are in the service of the Federation 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 with the Federation, and 33 days per annum pro rata after 10 years' service.

Statutory Holidays

You will receive 10 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.

Pension

This post will be pensionable from the date of commencement of employment. GP Federations have access to the HSC Pension Scheme as the company pension scheme, and appointees will be automatically enrolled into this scheme providing they meet the relevant criteria. Employer contribution rate of 23.2% - please see <https://hscpensions.hscni.net/>

Continuous Service

Please note previous service with HSC/NHS/General Practice employers will be recognised for determining entitlement for both annual leave, maternity pay and occupational sick leave.

