



Lincolnshire Local Medical Committee

Application Pack: Interface Officer

Permanent role

Up to £45,000 pro rata based on 37.5 hours week (based on experience)

1. Background

The Organisation

Lincolnshire Local Medical Committee (Lincs LMC) is the statutory representative body for GPs and their Practices, operating across the county. We represent in total, around 450 GPs, whether Partners, Salaried GPs, or freelance locums; acting as the link between local GPs and the negotiating body, the GPC which is an established branch of the BMA. We exist solely to represent, advise, and support GPs and their Practices.

We are a completely independent body, free from political constraints and the need to satisfy other interests.

The work we do includes:

- Advising GPs and their practices about NHS Regulations and medico-political issues
- Liaising and negotiating with other health bodies to represent the views and interests of GPs
- Supporting GPs experiencing problems
- Sharing information and good practice
- Organising workshops and events on subjects relevant to GPs and their practice staff
- Raising the profile of GPs and highlighting their role and achievements

LMCs are representative organisations. This means that we have a membership of GPs elected by their peers to represent them. The committee meet regularly to discuss issues relevant to general practice.

We have a small staff team, known as the Secretariat, which does the day-to-day work of the organisation.

This Role

This will be a pivotal role within our organisation. We will rely on you to provide high quality advice and support to our medical director to support the development and delivery of our services to GPs and practices.



You will act as Interface Officer for the organisation, with responsibility for answering practice and constituent queries on all interface matters and representing the LMC in meetings with system partners. You will work closely alongside the Medical Director and Chief Operating Officer in all aspects of your role. An important part of your role will be to build and maintain relationships with key stakeholders in our local system and to be part of the constituent facing team within the organisation, keeping our GPs fully informed of your work.

You will be supported by our administrative assistant and operations officer, work closely with our Medical Director and be line managed by our COO.

We are a small and very busy team where everyone pitches in to get things done. Your workload will therefore be a mix of routine and much more varied activities when you will have the opportunity to try new things and develop your skills.

There will be a requirement to attend some evening meetings as part of this role so some flexibility will be required. The monthly LMC meeting takes place on the second Tuesday evening of the month. Attendance is an essential part of the role as interface is such a key area for our constituents. You will support the secretariat in ensuring appropriate updates are ready for this meeting and be able to answer queries from the committee to action and feedback on. We estimate that there will be an average of 1-2 evening meetings per month in total.

As well as a passion for general practice, you will have strong organisational, communication and networking skills and the ability to work with a wide range of stakeholders. You will be able to demonstrate strong planning and the ability to manage multiple workstreams at any one time.

You will be capable of working with and understanding the challenges facing GPs, practice managers and the many other organisations that impact on general practice. You will also need the capacity to think strategically, look at the bigger picture and understand how information fits together.

You will work closely with the rest of the LMC staff team, our members, and our Board of Management so an ability to work well as part of a team is essential. In addition to all of the above, we need to you to be reliable, adaptable, flexible and quick to learn.

Due to the nature of this role, there will be occasions when you will be in the office alone and will be expected to follow our lone worker procedures. We may also ask that you work from home from time to time or on a regular basis so flexibility will be required, and you will need to have a suitable dedicated space and internet connection to allow you to do this. Although our offices are based in Lincoln, we represent GPs across Lincolnshire so you must be willing to travel. It will therefore be essential for you to have a car available and insured for work.

This is a permanent post working 37.5 hours per week across 5 days. We invite applications for job shares and part time working. We are happy to discuss a suitable working pattern with the successful candidate.

Full details of hours, salary and benefits can be found in the Terms & Conditions section below.

More information about us can be found at www.linclsmc.co.uk

2. Job Description

Job Title: Interface Officer

Responsible to: Medical Director

Job Purpose: To identify and address contractual and practical issues with the interface between primary care and secondary, community, mental health, and other system partners. To seek solutions, provide advice, and feedback to constituents, and promote understanding of primary care across the local healthcare system.

Primary Duties and Responsibilities

To undertake tasks with minimal supervision, the main purpose of the role is as follows:

- Support the Medical Director in responding to a wide range of GP and Practice Manager questions and requests for support and/or information
- Conduct research on queries from GPs, practice managers and individuals working in other related organisations before providing a relevant response
- Escalate interface issues or constituent concerns to the Medical Director and COO when required
- Creating and maintaining a database of interface queries to aid practice support
- Liaise directly with senior officers at NHSE, HCPs, Local Authorities, other LMCs and other organisations, ensuring effective relationships are developed and maintained
- Be responsible for identifying strategies that will impact on the interface with general practice emerging from local and national stakeholder organisations and beyond
- Develop positive relationships with practices and GPs as well as actively promoting the LMC by building and maintaining relationships with individuals working in key provider and stakeholder organisations
- Provide support to the management team as required
- Be responsible for identifying key areas for inclusion on committee meeting agendas, preparing relevant papers and present these to the committee
- Undertake meeting follow up, taking relevant notes and actions from these as required and ensuring their timely completion
- Attend meetings and events to represent the LMC and our GP constituents
- Liaise with other agencies in relation to a wide range of issues, ensuring good communication and an effective LMC response
- Manage relevant projects from start to finish, taking responsibility for all key elements from planning through to delivery and outcomes monitoring
- Provide support to the management team in the development of conference motions

- Participate in and assume responsibility for specific initiatives to improve interface working in its broadest sense
- Contribute to the content of newsletters and updates
- Carry out research and present findings
- Show initiative and seek to take an active role in the broad range of the LMCs' activities
- Develop a detailed knowledge of the work of LMCs through research, networking with colleagues in other LMCs and learning from the staff team and LMC members
- Develop a detailed knowledge of general practice through research, learning from colleagues and keeping up to date with publications and sector news
- Maintain the highest standards of confidentiality

This job description provides an outline of the main responsibilities associated with the role but is not exhaustive.

The range of activities and areas of responsibility will evolve over time. The content of this job description will therefore be subject to regular review and amendment.

3. Person Specification

Interface Officer

PERSON SPECIFICATION		
Interface Officer		
	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> Educated to A Level, NVQ3 or equivalent standard 	<ul style="list-style-type: none"> Degree level qualification or equivalent
Knowledge	<ul style="list-style-type: none"> Knowledge of Microsoft Office including Word, Excel, PowerPoint and Outlook Knowledge of MS Teams and other video conferencing platforms 	<ul style="list-style-type: none"> Knowledge and experience of general practice and the wider NHS <p>Prior roles in NHS organisations directly linked to general practice</p>
Experience	<ul style="list-style-type: none"> Experience of liaising with stakeholders across multiple organisations Experience of planning and organising meetings, training, and events Experience of writing reports and summarising information in a written format Experience of successfully communicating via written and verbal routes in a professional manner 	<ul style="list-style-type: none"> Experience of managing projects Experience of systems Experience of supporting the development of new ideas and services Experience of chairing meetings or running events for colleagues Experience of research either via specific projects or as part of work-related tasks
Skills	<ul style="list-style-type: none"> Confident IT user and ability to quickly learn and adapt to new systems Able to rapidly find and process relevant information and summarise this for colleagues Good organisational and time management skills Excellent interpersonal skills – able to work in a friendly, open and constructive manner with a wide range of people. Excellent written and verbal communication skills Able to deal with difficult situations in a sensitive manner and with confidentiality. Willing and able to contribute to a culture of leading by example 	<ul style="list-style-type: none">
Competencies / Attributes / Personal Qualities	<ul style="list-style-type: none"> Capable of showing initiative Able to work self-sufficiently, identifying and prioritising own work Pays attention to detail 	<ul style="list-style-type: none">

	<ul style="list-style-type: none"> • Able to grasp, assimilate and apply information and concepts quickly • Flexible approach to duties as this role will include working on a range of projects • Proven leadership and management skills • Driven by values to achieve outcomes • Strong team-player • Punctual, reliable and hard-working – goes beyond 	
Other	<ul style="list-style-type: none"> • Able to work flexibly to attend evening and weekend meetings and events • Able to work flexibly both from the office and from home, as required and flexibility to work outside core hours • Car available and insured for work 	<ul style="list-style-type: none"> •



4. Terms and Conditions

Remuneration: £45 000 pa depending on experience, based on 37.5hours per week

Contract Duration: This post is a permanent role

Training: Induction training plus other annual training subject to an agreed personal development plan

Working hours: 37.5 hours per week plus attendance at LMC committee meetings

To facilitate communication and training, you will also be required to attend occasional events and training that fall outside your normal working hours.

Location: This role is office-based and working from our offices in Commerce House Lincoln. You may on occasions be asked to work from home so you should be able to provide a dedicated workspace and stable internet connection at your home.



5. How to apply

Only applications submitted on the supplied application form will be accepted. Your application should clearly state your suitability for the role in direct relation to the person specification and job description. Applications should be emailed to kate.pilton@nhs.net

Please contact us if you require information about the post or the application form in an alternative format.

For informal questions around the role or further information, please contact Dr Reid Baker, Medical Director at Lincolnshire LMC on 01522 576659.

6. Recruitment Timetable

The closing date for applications is Friday 27 September 2024. We will not accept any applications received after 18.00 on this date.

7. Interview Arrangements

Interviews will take place on Wednesday 9 October 2024 in person at Lincolnshire LMC offices.