



**PTH MANAGEMENT SYSTEM**  
**JOB DESCRIPTION OFFICE MANAGER**

**Proprietary and  
Confidential**

**PTH-HR-SP-01-36**

**Rev 01**

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Rev Level	Revision Date	Description of Changes			
01	Sept 10	Initial release			
Prepared:	Kay Merrick 10 Sept 10	Approved:	Ann Chantry Price 11 Sept 10	Released:	Karen Mace 16 Sept 10
_____ Signature		_____ Signature		_____ Signature	
Electronic copies valid without signature					

## 1. Job Purpose

As a member of the PTH Management Team the post holder will be responsible for managing the administration and accounting functions of the company. This role includes managing the clinical administration team at head office and the preparation of the company management accounts and financial statements.

## 2. Reporting Line

To the Finance Director

## 3. Responsibilities

### 3.1 Clinical Administrative Function

#### 3.1.1. Day to day management and delivery of services to the client base

- a. Ensure that the Clinical Administration Team (CAT) has the necessary systems in place and to inform the Operations and Systems Adviser of any shortfalls
- b. The necessary systems should be in place to record and remind the CAT:
  - i. what work needs to be booked and what communications need to be sent to clients
  - ii. what communications are required in relation to all relevant outcomes
  - iii. the above systems are to be documented in a method which complies with the quality standard
- c. Ensure all such systems are kept up to date: e.g. recall system, clinical stats, ORCHID. This is to include requesting personnel updates from all clients on a quarterly basis as per the Service Level Agreement (SLA)
- d. Ensure all additional charges are recovered from the clients. Ensure the member of the CAT understands which appointments are charged in addition and which are covered under each SLA

#### 3.1.2. Smooth, efficient and effective running of the CAT

- a. Ensure that the appropriate tools and training are in place
- b. Ensure each administrator understands their roles
- c. Ensure each clinical administrator is familiar with the requirements of each contract
- d. Resolving any problems arising within the department

#### 3.1.3. Timely and effective support of the OH Advisers in the field

#### 3.1.4. Provide assistance/resolve client issues arising from administrative perspective

#### 3.1.5. Provide assistance in reviewing and enhancing service delivery from an administrative perspective

#### 3.1.6. Review and recommend staffing structure in Clinical Administration

- a. Understand and document the role of each member of the CAT, their responsibilities and skill set.
- b. Ensure that the CAT is working within all internal guidelines.
- c. Ensure any staff changes/absences avoid disruption to the internal processes.
- d. Conduct interviews, regular reviews and exit interviews with the HR Manager for the administration and finance team.
- e. Review systems and processes and recommend changes to streamline the work and reduce workload.



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3.1.7. Production of statistics for clients and papers for review meetings.

- a. Ensure that the necessary and relevant statistics for each client are being collected and updated in a timely manner.
- b. Liaise with the appropriate client manager regarding contract renewal meeting information requirements
- c. Present the statistics to each client in the format that meets their needs
- d. Ensure that clients receive their statistics at least 48 hours prior to the review meeting.

### **3.2 Finance Function**

3.2.1 Working with accounts clerk to ensure all records are complete and accurate

3.2.2 Maintenance of all ledgers with support of accounts clerk

3.2.3 Timely production of monthly management accounts

3.2.4 Preparation of monthly payroll schedule and process salary payment

3.2.5 Completion of quarterly VAT Return

3.2.6 Identifying cost saving opportunities

3.2.7 Supporting Finance Director in preparation of annual financial statements and filing requirements.

### **3.3 Dual Function**

To undertake any duties as required consistent with the grading of the job and which fall within the capabilities of the job holder

## **4 Person Specification**

### **Essential**

Excellent written and oral communication skills  
Proven ability to understand processes and the purpose of systems  
Proven ability to prioritise workload, use initiative and work independently  
Proven ability to produce accurate and well presented work  
Proven ability to work under pressure and to meet deadlines  
Discretion in the handling of confidential information  
Previous experience of Sage or similar accounting package  
Experience of working well as part  
Excellent organisation skills of a team  
Experience of managing people  
Excellent IT skills