



JOB DESCRIPTION

JOB TITLE: Administrator Assistant

REPORTS TO: Administration Manager

HOURS: Shift 1 – 8am to 1pm Monday to Friday
Shift 2 – 12pm to 5pm Monday to Friday

NHS SALARY BAND: WLS Band 2 £18005 (pro rata)

Job Summary:

The Administrative Assistant plays a key role in supporting the Practice and Partners through the provision of high quality, accurate and thorough administrative support. The Administrative Assistant must be professional, knowledgeable, relaxed and friendly at all times. The role will require full administrative support as guided by the Administration Manager and Reception Manager to support the compliance with QOF, PCN, CQC and other statutory obligations.

Job Responsibilities:

1. Provide general administration duties as directed by the Administration Manager in the main office to include:
 - a. Photo copying
 - b. Filing
 - c. Scanning
 - d. Daily post
 - e. Typing letters, emails etc.
2. Support in upkeep of accurate records on the practice systems for patients including EMIS, DOCMAN, and Office 365 etc.
3. Process items of information & data as instructed through various office systems accurately, efficiently and timely
4. Process various standard items to include:
 - a. Recalls
 - b. Baby immunisations
 - c. Change of address
 - d. Addition and removal of patients from the practice, following all practice procedures
 - e. Calculating average BP's and following through with recording records and arrange patient appointments with GP's

- f. Support the Administration Manager in the administration of referrals
 - g. Support the Medical secretaries with any general administration tasks that may occur from time to time
 - h. Support the Administration Manager with recording data for various QOF and PCN targets as directed, purposes of coding and patient appointments
5. Up keep of the inventory for office / practice stationary and general hospitality items including preparing orders for the Administration Manager to authorise
 6. Ensuring goods are delivered when ordered and payment is prompt through the finance team
 7. Ensure there is a complete handover of daily tasks and targets between shifts through implementation of a communication system with the support of the Administration Manager
 8. Support the Reception Manager to cover main reception when the need arises including dealing with patients face to face and on the telephone, in order to support the practice to provide a smooth continuous service to its patients
 9. When in reception to ensure a friendly, effective and efficient reception service is provided to patients and any other visitors to the practice.
 10. Make appointments and check-in patients.
 11. Deal with all general enquiries, both in person and by telephone, explaining procedures where necessary.
 12. Receive and make telephone calls as required. Divert calls and take messages, ensuring accuracy of detail and prompt appropriate delivery.
 13. Chaperone GPs when requested and as trained
 14. Retrieving and up-keeping patient notes and correspondence both manually and electronically
 15. Receiving and managing delivers including post and parcels
 16. Support other staff to make and serve refreshments for the Clinical Staff as and when requested. Ensure the kitchen is kept clean and tidy.
 17. Post holder will be expected to support the Administration and Reception Managers to cover annual leave and sickness absence when required.
 18. Undertake any other additional duties appropriate to the post level as requested by the management team or partners
 19. Undertake any administration duties as requested by the Practice Operational Management Team in support of the practice team

Confidentiality / GDPR:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential

- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.
- Post-holder must comply with the practice's GDPR policy at all times

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.
- Adhere to any risk assessments related to the post as identified by the line manager

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Safeguarding:

It is the responsibility of all staff to be aware of their obligations and responsibility with regards to safeguarding. The post holder will be required to complete training in Adult & Child Safeguarding every 3 years at the level indicated for their role in the Intercollegiate Document. There is also ongoing training required in local safeguarding policies and procedures

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating /sharing skills and activities to others who are undertaking similar work.
- The post-holder will share in the development and improvement of their work area to ensure efficiencies
- The post-holder will develop and promote team work within their area of work as well as other sections ensuring the smooth running of the practice for the patients

Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources.
- Promote a positive experience attitude for all patients visiting the practice or over the phone.
- Promote and develop transparent working relationships with teams across the practice.
- Post-holder must always conduct themselves in a professional manner adhering to all guidance set in the staff handbook.

Communication:

The post-holder should recognize the importance of effective communication within a team and will strive to:

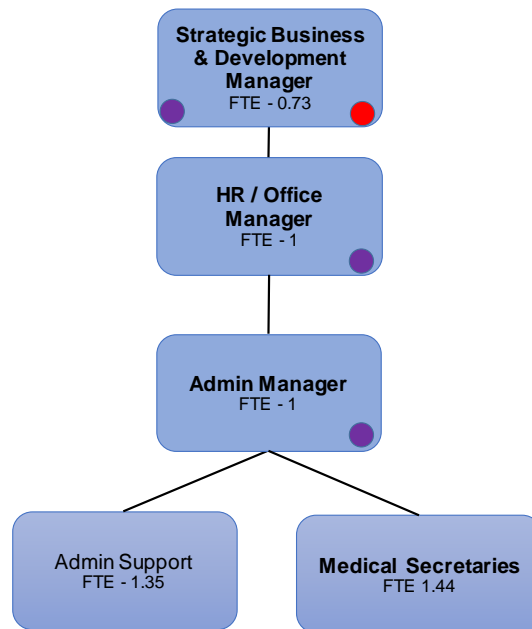
- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation of Services:

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate.
- Responsible for adhering to any changing guidance and procedures related to the role

Responsibility Structure Chart



Date of post job description review	24/06/2022
Reviewed by	Nirmala Kumari
Job Title	Strategic Business & Development Manager
Date approved by Partner	28 th June 2022
Name of Partner	Dr J Sherrington

Person Specification

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	Essential criteria	Method of assessment
Qualifications	<ul style="list-style-type: none"> • A*-C in GCSE English or equivalent • NVQ level 2 or above in customer services, administration or equivalent • This post is covered by Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent spoken English is an essential requirement for this role. 	AF AF
Knowledge & Experience	<ul style="list-style-type: none"> • Experience in customer focused service environment within NHS or equivalent high volume & demanding • Experience and knowledge of Office 365 including Word, EXCEL and outlook. Word • Proficient in use of IT to be able to pick up and use database applications • Experience of administration work in a busy fast pace environment 	AF / I AF / I/T AF/ T AF / I
Skills & Abilities	<ul style="list-style-type: none"> • Ability to communicate effectively and accurately both verbally and in writing • Able to communicate in a clear and concise manner both on the telephone and face to face • Ability to prioritise own work load and able to identify conflicting priorities to line manager • Ability to write clearly and take clear accurate messages • Ability to complete work to the required 	AF/I AF/I AF/I AF/I AF/I

	<p>standards of accuracy and presentation</p> <ul style="list-style-type: none"> • Able to follow set procedures & instructions • Ability to develop and maintain effective working relationships across a wide range of people • Ability to work on own initiative with minimum supervision within set guidance • Knowledge and understanding of office and reception procedures • Knowledge and understanding of office equipment 	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
Personality and disposition	<ul style="list-style-type: none"> • Patient, professional, pleasant and polite manner • Self-reliant • Able to deal with stressful and / or emergency situations in a calm manner • Able to accept and act on instructions from line manager • Ability to converse with ease with patients and members of the public to provide advice in accurate spoken English 	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
Training	<ul style="list-style-type: none"> • Willing to undertake any job related training 	<p>AF/I</p>
Physical requirements	<ul style="list-style-type: none"> • Good attendance / punctuality record • Professional appearance • Flexible 	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
OTHER	<ul style="list-style-type: none"> • All statutory checks will be carried out for this post including an enhanced DBS check 	<p>I</p>

AF=application form, I= Interview, T=Test, R= references