**West Timperley Medical Centre**

**Senior Administrator job description & person specification**

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| **Job Title** | Senior Medical Administrator |
| **Line Manager** | Practice Manager |
| **Accountable to** | The Partners |
| **Hours per week** | 32-37 hours per week |

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| **Job Summary** |
| Support the management team in promoting ED&I, SHEF, Quality & CI, Confidentiality, Collaborative Working, Service Delivery, Learning and Development and carry out other duties as directed by the management team. Be responsible for private medicals, reports, forms and paperwork. Review private medical price list annually in line with BMA recommendations. Complete SARS and Insurance requests whilst strictly adhering to data confidentiality at all times. Support the practice with monthly claims, Quality Outcome Framework, audits and scanning duties as required. Electronic Repeat Dispensing Prescription lead for the practice and a reception team leader ensuring all administrative duties are performed effectively and to the required standard, meeting the objectives of the practice. |

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| **Generic Responsibilities** |
| All staff at West Timperley Medical Centre have a duty to conform to the following:  **Equality, Diversity & Inclusion (ED&I)**  A good attitude and positive action towards ED&I creates and environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.  Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.  Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.  **Safety, Health, Environment and Fire (SHEF)**  This practice is committed to supporting and promoting opportunities to for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.  **Confidentiality**  This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.  **Quality & Continuous Improvement (CI)**  To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.  This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.  **Induction Training**  On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Deputy Practice Manager.  **Learning and Development**  The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.  **Collaborative Working**  All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.  **Service Delivery**  Staff at West Timperley Medical Centre must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.  **Security**  The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.  **Professional Conduct**  At West Timperley Medical Centre, staff are required to dress appropriately for their role. |

The primary and secondary responsibilities for this role are detailed overleaf.

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| **Primary Responsibilities** |
| The following are the core responsibilities of the senior medical administrator. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels.  The senior medical administrator is responsible for supervising and supporting the administration team, ensuring they achieve their primary responsibilities:   1. Carry out full reception duties; including (but not limited to) sorting, managing email correspondence, docman, tasks and prescription management 2. Assist with scanning and document management and support the team with cover when required 3. Support the Reception Manager with reception rota / absence cover 4. Assist the Practice Manager in implementing, developing and reviewing Practice processes. 5. Responding and resolving all local IT issues where appropriate. Provide first line technical support for all IT issues – computer, software, phone systems etc. This list is not exhaustive 6. Support the Practice Manager with communication systems such as sending text message campaigns. Ensure only the correct appointment types receive text reminders. 7. Manage all patient private administration queries as necessary such as SARS, insurance reports, medicals (this list is not exhaustive). 8. Carry out system searches as requested and clinical audits 9. Supporting the practice achieve targets for QOF and IIF 10. Support all clinical staff with general administrative tasks as requested 11. Assisting the management team in setting up new users on all clinical systems 12. Support the management team in the compilation of practice reports 13. Complete and submit claims for the Practice in conjunction with the Business and Finance Manager 14. Managing the petty cash in conjunction with the Practice Manager 15. Assist with organising staff events, organising gifts as instructed. 16. Assisting the Practice Manager in running the flu season 17. Managing the ordering of consumables used by the Practice such as Tea/Coffee etc. |

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| **Secondary Responsibilities** |
| In addition to the primary responsibilities, the senior medical administrator may be requested to:   1. Deputise for the Reception Manager and support the Reception Manager deputising for the Practice Manager in their absence 2. Support administrative staff development, providing guidance and direction, ensuring staff are up to date with mandatory training 3. Identify and provide team training where required 4. Support the Practice Manager in the maintenance of the practice website and social media accounts and review the practice booklet annually (GMC contractual requirement) 5. Conduct annual patient survey and practice staff survey 6. Arrange for contractors to carry out urgent repairs to the building in the absence of the Practice Manager. Ensure all certificates are saved on the practice intranet. 7. Ensure all invoices and financial information is available for the Finance lead 8. Attend and minute practice clinical, admin and reception team meetings 9. Act as a communication link between the staff and management |

The person specification for this role is detailed below:

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| **Person Specification – Senior Administrator** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Educated to GCSE level or equivalent | ✓ |  |
| GCSE Mathematics & English (C or above) |  | ✓ |
| **Experience** | **Essential** | **Desirable** |
| Experience of working with the general public | ✓ |  |
| Experience of administrative duties | ✓ |  |
| Experience of working in a health care setting | ✓ |  |
| Experience of leading a team |  | ✓ |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication skills (written and oral) | ✓ |  |
| Strong IT skills | ✓ |  |
| Clear, polite telephone manner | ✓ |  |
| Competent in the use of Office and Outlook | ✓ |  |
| EMIS user skills | ✓ |  |
| AskmyGP skills including sorting | ✓ |  |
| Effective time management (Planning & Organising) | ✓ |  |
| Ability to work as a team member and autonomously | ✓ |  |
| Good interpersonal skills | ✓ |  |
| Problem solving & analytical skills | ✓ |  |
| Ability to follow policy and procedure | ✓ |  |
| **Personal Qualities** | **Essential** | **Desirable** |
| Polite and confident | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Motivated | ✓ |  |
| Forward thinker | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Ability to work under pressure | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours | ✓ |  |
| Disclosure Barring Service (DBS) check | ✓ |  |

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.