

Job description and person specification

Job title	Senior Medical Administrator
Line manager	Operations Manager and Practice Manager
Accountable to	Partners
Hours per week	37.5
Salary	On Application / Dependent on experience

Job summary

To work closely with the Operations Manager ensuring the efficient and smooth running of the reception and office areas. To support the management team in promoting quality and continuous improvement, confidentiality, collaborative working, service delivery, learning and development, and to carry out other duties as directed by the management team.

Primary key 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:

- a. Support and carry out all areas of medical administrator duties, core and advanced, where identified on rota, and at times of staff absence
- b. Overseeing the administration duties and support operations of the practice
- c. Support in providing guidance on day-to-day procedure and patient queries
- d. Providing clerical assistance to practice staff as required, including word/data processing, filing, photocopying, and scanning
- e. Act as Lead Trainer/Mentor for all new starters, organising training schedules for other trainers within the team, and identify/support further development during first 12 months.
- f. Support the Operations Manager in identifying and delivering team training where required
- g. Support the Operations Manager on compiling staff rotas
- h. Reviewing and updating all administrative and reception policies and procedures as required

- i. Updating the appointment system where required in situations to accommodate 'extra' patients, or clinician sickness communicating to patients where required
- j. Providing initial guidance and advice to patients who wish to complain, taking down information to pass onto the Operations Manager, and support in the whole complaints process.
- k. Managing all deliveries to the practice, ensuring adherence to the cold chain policy as necessary
- l. Oversee the Practice Email account ensuring emails are answered
- m. Act as 'Staff Social Lead' arranging staff nights out and Christmas Parties
- n. Act as 'Data administrative lead', ensuring SAR and all Data queries are completed, supporting staff in the completion of this work
- o. Support in the maintenance of the practice website and patient screens
- p. Act as a 'Patient Access Super User' to help staff and patient's queries
- q. Ordering and monitoring of stationery and other administrative supplies, seeking support from Operations Manager where required
- r. Support IT/Printer issues that may occur, liaising with Nitel where further support is needed
- s. Support the Safeguarding Administrative and GP Leads, ensuring Safeguarding reports, audits and lists are completed alongside Safeguarding Lead GP, where required
- t. Support the smooth running of all Seasonal Vaccination Clinics, including the administrative patient re-calls.
- u. Act as a building fire marshal

Secondary responsibilities

In addition to the primary responsibilities, the Senor Medical Administrator may be requested to:

- a. Support the Operations Manager and Practice Manager with day-to-day operational duties
- b. Undertake administrative audits as directed by management or Practice Nurse teams
- c. Undertake specific assigned tasks, project support, or development work which may arise from time to time
- d. Champion continuous improvement, encouraging staff to participate and make suggestions

Person specification – Senior Medical Administrator		
Qualifications	Essential	Desirable
Good standard of education with excellent literacy skills	✓	
GCSE English (C or above) and at least three others	✓	
Experience	Essential	Desirable
Experience of working with the general public	✓	
Experience of administrative duties	✓	
Experience of working in a healthcare setting	✓	
Experience of leading a team		✓
Experience of providing staff development		✓
Skills	Essential	Desirable
Excellent communication skills (written and oral)	✓	
Strong IT skills (generic)	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook	✓	
EMIS skills		✓
Effective time management (planning and organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Problem solving and analytical skills	✓	
Ability to follow policy and procedure	✓	
Personal qualities	Essential	Desirable
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Initiative and judgement (knowing when to ask for help)	✓	
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	✓	
Maintain confidentiality at all times	✓	

Notes:

The job description and person specification may be amended following consultation with the post holder to facilitate the development of the role, the organisation and the individual.

All personnel should be prepared to accept additional, or surrender existing, duties, to enable the efficient running of the organisation.
