
Partners: Dr Susan Padgham ♦ Dr Adam Bennion ♦ Dr Fran Sneddon ♦ Dr Wesleigh Mulder

Job Description

Admin Support Officer

Job title: Admin Support Officer

Accountable to: Reception Manager; Practice Manager

Pay: £8.50 per hour rising as additional tasks are learnt.

Job summary

To work as a member of the Reception \ Admin Team, providing day to day administrative support to the Practice Manager, Medical Secretaries and Reception Leads as required.

This role is being created to provide support to the admin teams and the Practice Manager. Full training will be given to the successful candidate with the role expanding to take on other critical areas as time progresses. The successful candidate will need to be able to work on the front desk and other reception duties in the mornings, with afternoons scheduled to providing such as completing spreadsheets, running searches in EMIS Web, contacting patients and dealing with some external organisations such as child health when dealing with queries from them or sending reports.

Responsibilities

The ideal candidate would have knowledge of Microsoft Office, specifically Excel and Word. They will be expected to be able to populate spreadsheets and update them when required. Due to the need to cover the medical secretaries when they are on leave or other absence, the ideal candidate would be experienced with audio typing and digital dictation. We use Dictanet to process the GP letters.

We use EMIS Web as our clinical system therefore the successful candidate will need to learn how to use this in their admin \ reception role but also technically in order to build, run and manipulate patient searches. Full training will be given to the right candidate if they are not familiar with EMIS Web.

Responsibilities

- To deal with the incoming post each day.

- Submit claims to the Prescribing Payments Authority at the beginning of the month
- Dealing with Child Health Immunisation reports once a week and responding to individual requests from Child Health for immunisations status
- Monitor and deal with emails received in the admin support officer email inbox
- Providing administrative support to the Practice Manager and clinical staff
- Using the EMIS Web clinical system to book patients into appointments when proactively calling them for annual reviews or vaccinations.
- Reporting IT faults to the NELCSU.
- Franking of all outbound mail ready before they finish for the day.
- Dealing with incoming post and faxes, some of which can be urgent
- To complete one Electronic Referral Service request per day to maintain knowledge.
- Filing, envelope stuffing, photocopying and other administrative tasks as directed
- Maintaining waiting room notice boards.
- Filing of paper notes in records storage room.
- Photocopying of notes as directed by Deputy Practice Manager in response to external requests.
- Populating the QOF performance spreadsheet once a month and monitoring actions required from this.
- Working with the rest of the reception team to cover the front desk and the telephones dealing with general enquiries from patients and booking appointments.

This is a new role therefore the responsibilities may change based on the level of demand or ability of the successful candidate. Other tasks may need to be undertaken in order to ensure the smooth running and to meet the goals of the practice. This job description is intended to reflect and outline the responsibilities of the post holder which may change over time with developing requirements of Saxonbury House. It will therefore be subject to annual review, at the time of appraisal or in consultation with the employer.

Mandatory requirements of the role

- All admin staff are required to undertake additional shifts to cover sickness and holiday absence as required.

- All non-clinical staff are required to undertake Basic Life Support Training every 36 months.
- Staff are required to undertake all mandatory training necessary to develop or update their skills for the benefit of the patients and the practice. Full training will be given and all mandatory e-learning has to be completed before the candidate starts to learn the role.
- All new members of staff must have a check under the Disclosure and Barring Service (DBS).

Quality

Admin staff must have constant focus on a high level of customer service, whoever the customer is

General

To ensure that information held within the practice is only disclosed to persons in line with patient and staff confidentiality issues.

Practice business shall not be discussed outside of the premises, nor discussed on social networking sites such as Facebook or Twitter.

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