

# ST ALBANS MEDICAL CENTRE

## Job Description

**Job Title: Senior Administrator/Assistant**

### Job Summary:

The purpose of the role is to assist the Practice Manager in the operational management of the Practice. Providing senior level administrative support, assisting the Receptionist team and ensuring that an excellent and high level is provided to patients.

**Accountable to:** General Practitioners (for medical matters)  
Practice Manager (for all other matters)

### Key Responsibilities:

- Provide administrative support to the Practice Manager
- Responsible for invoicing, payments and reconciliations
- Ensuring the Practice has all necessary equipment/supplies so that it can operate effectively
- Support new starters with mandatory training and ongoing monitoring for all staff
- Manage the holiday/absence planner ensuring there is sufficient cover
- Systems and IT responsibility including EMIS

### Key tasks:

### Administration duties:

- To have a thorough knowledge of all practice policies and procedures
- To work in accordance of written protocols
- Provide administrative support for clinical staff
- Filing patient records and correspondence when necessary
- Opening and distribution of practice post
- Check Practice email and distribute accordingly
- Producing Publisher and PowerPoint presentations
- Booking private medicals (DVLA's, Occupational Health Assessments)
- Monthly Apollo QMS Practice focus checks
- Quarterly workforce minimum data report

### Office Management:

- Responsible for monitoring and ordering stationery supplies
- Organise PPG Group meetings and updating with new developments
- Ensuring building security/premises at the end of the day and ensure the building is totally secured, internal lights off and alarm activated

**Finance duties:**

- Manage the practice spreadsheet for invoices (producing, sending, recording and chasing payment)
- Monitor payments received via bank transfers
- Manage the payment/card machine
- Support Reception with payments/finance queries
- Main point of contact for Insurance companies: collating all information required, updating records and following through on invoicing and payments

**Team/HR duties:**

- Manage the GP's holiday and absence spreadsheet
- Arrange Locums when necessary
- Record and approve overtime hours for team
- Manage new starters mandatory training and ongoing monitoring for all staff
- Support Practice Manager with new starters pre-employment checks
- Cover for other Reception team members may be required for sickness and annual leave

**IT/Systems duties:**

- Entering new joiners onto the EMIS system ensuring correct permissions and log ins are arranged
- Setting up and updating clinic sessions on EMIS
- Manage EMIS for Extended Hours Service
- Overseeing website
- Help with adhoc IT queries

**Confidentiality:**

- 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.

**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, the Staff Handbook and the Practice Infection Control Policy, this will include:

- Using personal security systems with 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
- Keeping own work areas and general/patient areas free from hazards.
- Reporting potential risks identified.

**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 recognises 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.

**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 skills and activities to others who are undertaking similar work

**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
- Participate in audit where appropriate

**Communication:**

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

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

This job description is designed to reflect duties currently incorporated in this post. These may change in light of a change in the service provided by the Practice, but any such change will be fully discussed with the post holder. This job description is subject to an annual review.