

Reception/ Administration and Secretarial Support/Dispenser

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Western Isles Health Board
The best at what we do



Job Advert



Reception/Administration and Secretarial Support/Dispenser

Band 2 £26,696 - £28,988 pro rata

Plus Distant Islands Allowance of £1,461 pro rata

36 hours per week

Permanent post

We are looking for a highly motivated individual who is able to work in a multi skilled environment, supporting the patients and the clinical teams working at Benbecula Medical Practice/Daliburgh Branch Surgery.

Applicants should be good communicators, be experienced in working in a busy team, be able to multi-task and have a clear understanding of confidentiality. IT skills are essential for this post. In house training will be provided for Practice IT systems.

This role will provide cover within our new 2c Benbecula Medical Practice. This role presents a great opportunity to provide a comprehensive, efficient and effective reception service, administrative/secretarial support and dispensing service within Benbecula Medical Practice.

For more information on living and working in the Western Isles visit our website: www.wihb.scot.nhs.uk.

NHS Western Isles is legally obliged to ensure all its employees have the right to work in the United Kingdom. If you are not a United Kingdom (UK) or Irish National, you are required to confirm your right to work in your application.

For further information, contact, Sheena MacKinnon, Practice Manager on 01870 602215 sheena.mackinnon@nhs.scot or Michelle Taylor Family Health Services Manager on 01851 708005, michelle.taylor44@nhs.scot

The successful applicant will be required to register with the PVG Scheme (Protecting Vulnerable Groups Scheme). This post is not eligible for relocation expenses.

All NHS Western Isles vacancies appear on the NHS Scotland website: apply.jobs.scot.nhs.uk, along with a job description.

Tha beàrnan-obrach NHS Eilean Siar uile gu léir a' nochdadh air làrach-lìn NHS na h-Alba <https://apply.jobs.scot.nhs.uk/>, còmhla ri dealbh-obrach.

If you have any further queries, please contact Tel: 01851 762027.

NHS SCOTLAND JOB DESCRIPTION

1. JOB IDENTIFICATION	
Job Title:	Reception/Administration and Secretarial Support/Dispenser
Responsible to (insert job title):	Practice Manager
Department(s):	Benbecula Medical Practice
Directorate:	Primary Care
Operating Division:	General Medical Services
Job Reference:	
No of Job Holders:	
Last Update (insert date):	30.03.2026

2. JOB PURPOSE
<p>N.B In the event of NHS Scotland being placed on an ‘Emergency Footing’ and or NHSWI declaring a ‘Major Incident’, or similar critical service demand, the role will be subject to change based on the exigencies of the service and post holder competence. On the basis of management assessment of demand, risks and resources available, may be re-deployed on a shift by shift basis.</p> <p>To provide a comprehensive, efficient and effective reception service, administrative and secretarial support function and dispensing service within Benbecula Medical Practice.</p>

3. DIMENSIONS
<p>Reception/Administration and Secretarial</p> <p>The post holder provides a full range of reception and administrative and secretarial service to patients, clinicians and colleagues. The post holder will manage their work on a day-to-day basis and implement agreed new procedures and practices as required.</p> <p>The role of dispenser is often the first point of contact for patient and they play an essential role in:</p> <ul style="list-style-type: none"> • receiving prescriptions • assembling prescribed items

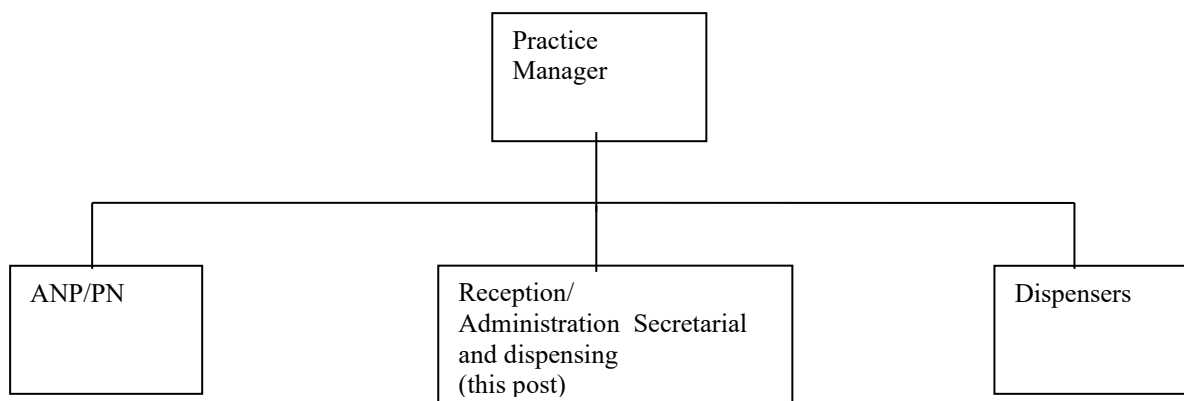
- assisting in the issuing of prescribed items
- ordering, receiving and maintaining medicine stock
- listening and providing general advice to patients
- efficient running of the dispensary

The post holder will be expected to work on a flexible basis to cover absence and holidays as required.

Non line manager

Non budget holder

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

To ensure people receive quality person centered, efficient and effective health care - ranging from health promotion and illness prevention to treatment, rehabilitation, long term condition management, palliative and end of life care.

To dispense prescribed medications and medical supplies.

6. KEY RESULT AREAS

Reception/Administrative and Secretarial duties

Receptionists/Administrative and Secretarial support staff perform a variety of duties in order to support the medical staff, colleagues and patients. They are the main liaisons of a medical practice, interacting with patients and medical staff and healthcare colleagues. Collecting patient information and providing it to relevant clinician

The main duties of Reception, Administration and Secretarial support generally include;

Answering phones and forwarding calls to the appropriate party, or signposting to appropriate service as required

Collecting patient information and providing it to relevant clinician

Informing medical staff when a patient has arrived or is waiting

Handling correspondence and file transfers

Hand over prescriptions to patients ensuring correct patient details

Organising the clinical schedule which consists of changing appointments and types, inputting non patient facing meetings, adding HVs, changing clinics due to absence, adding appointments due to demand.

On the day changes.

Ordering office supplies and overseeing the maintenance of office equipment

Organising meetings and taking minutes

Responding to queries from patients

Maintaining accurate and up-to-date patient records

Sending samples for medical testing, recording the results and updating patients

Typing letters, clinical reports and transcriptions and updating databases and spreadsheets

Minuting practice meetings

Liaise with colleagues and clinicians using Task system

Dealing with any prescriptions requested by patient at front desk.

Contribute to resolution of informal complaints

Participate and assist with complaints in accordance with NHSWI CHP.

Ensure all contact with patients/colleagues/ general public is handled professionally with the appropriate level of urgency.

Maintain effective communication with individuals and groups within the practice environment external stakeholders

Communicate professionally and effectively with a variety of people at all levels internal and external to the Practice.

Post-holder will have the ability to communicate with emotional, angry or upset patients, demonstrating active listening skills, showing genuine empathy and clearly understanding patient concerns.

Post-holder will receive, provide and process a wide variety of sensitive and confidential information, which should be processed professionally in line with practice operating procedures.

Post holder will deal with and process requests from internal and external colleagues and agencies, liaise with contacts and ensuring work is completed to deadlines.

Input data accurately into IT systems as per practice operating protocols.

Ensure friendly service is provided.

Ensure patient confidentiality and data protection protocols are adhered to.

Dispenser

Dispensing assistants are often the first point of contact for patients. They play an essential role in:

receiving prescriptions

assembling prescribed items

assisting in the issuing of prescribed items

ordering, receiving and maintaining medicine stock

listening and providing advice to patients

efficient running of the dispensary.

Dispensary duties include

Dealing with queries from patients, staff and visitors and answer the telephone in a courteous manner referring to other staff when appropriate.

Prescription processing/endorsing.

Dispense prescribed prescriptions following standard operating procedures.

Ensure the safe and secure handling of medicines on a personal level as well as monitoring and guiding others involved in the process to maintain effective control of dispensary stock through reconciliation and ongoing expiry and stock level checks, including controlled drugs, investigating and correcting stock discrepancies in accordance with standard operating procedures.

Ensure the accurate, timely, safe and secure receipt, storage of medicines.

Resolve discrepancies and problems with supply of goods to ensure continuing availability of medicines for patients, in accordance with standard operating procedures. E.g.; Incorrect item supplied, incorrect quantity supplied, item missing from order, items to follow required for patients.

Assemble and/or check compliance aids, on a weekly basis.

Dealing with invoices and credit notes. Submit/receipt invoices via PECOS

To contribute to the production and implementation of standard operating procedures and assist in the safe, effective delivery of technical services through the use of these standard operating procedures.

To assist in organisation and prioritisation of the daily workload

Attend and or complete all NHS Western Isles Mandatory Training Requirements.

Maintain a safe, secure, clean and tidy dispensary whilst complying with health and safety regulations.

Complete Controlled Drug Requisition Forms

Check all Drug Alerts

Contribute to resolution of informal complaints

Complete patient complaint form in the first instance when patient complains.

Provide patient with complaints leaflet

Issuing Note of Fee to accounts payable (for Private Scripts)

Raise an invoice request for Private Medicals

Work alongside GPs/Primary Care Pharmacist to review patient medication where necessary.

Help train and mentor other staff members including medical students (one per year) and the other dispensary assistant(s) as appropriate following standard operating procedures.

Managing prescriptions and their despatch to prescription agency.

Communication with drug wholesalers regarding stock, orders, returns and invoices.

Record Personally Administered Items on spreadsheet for VAT reclaim

General Housekeeping Duties

Opening Office

Unlock front door and switch off alarm.

Unlock main office and dispensary.

Switch on all computers, printers, and radio and note fridge temperature.

Update white board on a daily basis with rota and holidays.

Complete daily backup and change tape.

Prepare sample box for collection by handyman or community nurse

Closing Office

Ensure all computers, photocopier, and radio are all switched off.

All windows to be locked and blinds closed

7a. EQUIPMENT AND MACHINERY

Competent in the use of;

PC

Scanner (Docman)

Printer

Photocopier

Telephone system

Alarm system (Fire Alarm/Intruder Alarm, Panic Alarm /Faire Alarm)

Laminator

7b. SYSTEMS

Competent in the use of;
EMIS PCS (GP Clinical system)
Docman (Managing clinical documents)
Microsoft Office 365
SCI Gateway/Stores
Team Viewer
Dispense IT
Digital Dictation
Team Viewer
Intranet

8. ASSIGNMENT AND REVIEW OF WORK

The role requires post-holder to work on a flexible basis across the areas covered to provide high quality professional reception, administrative and secretarial support and dispensing service to patients, doctors, staff, colleagues and health service professionals and others. To act as first point of contact for patients, doctors, health service professionals, colleagues and others contacting the Practice. To ensure that enquiries are efficiently and courteously handled to the mutual satisfaction of all service users and colleagues.

The post-holder must be proactive in forward planning, identifying and implementing improvements within and beyond their key result areas, anticipating and communicating future internal and external requirements.

Participates in all the NHS Western Isles Performance Management and Appraisal system.

9. DECISIONS AND JUDGEMENTS

The post holder will be expected to demonstrate initiative and have the ability to organise and prioritise own daily work.

The post-holder is required to make reasonable and necessary decisions on events as they Occur, escalating issues as required.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Managing time effectively, prioritising work to meet competing demands.

Dealing with anxious or occasionally aggressive patients.

Providing and maintaining a professional dialogue with patients, colleagues, internal and external agencies.

Post-holder will be expected to cope with stressful situations and manage conflicting priorities.

11. COMMUNICATIONS AND RELATIONSHIPS

Communicate internally with GP's, Practice Manager and colleagues to help ensure that the Practice aims and objectives are met.

Communicate internally and externally with colleagues, healthcare professionals and also with others within the Primary and Secondary care sectors with regard to the needs of the Practice and needs of patients registered at the Practice

Externally with patients registered at the Practice.

Statement about good communication when dealing with complaints either by phone or staff/patients or members of the public that are angry or upset.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Skills

- Keyboard skills-requires speed and accuracy
- Moving and handling of files, stationery, mail and boxes

Physical Demands

- Answering telephone for extended periods of time.
- Standing for long periods of time in Dispensary

Emotional Demands

- Maintaining concentration and a high degree of accuracy.
- Demonstrating emotional resilience when dealing with stressful situations.

Environmental Demands

- Continuous use of PC's

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

The post-holder will be educated to SCQF Level 5.

PhC-recognised qualification and NVQ Level 2 pharmacy skill. If you do not have the essential qualification for dispensing, you must commit to successfully obtain this within 12 months of taking up the post.

Previous experience of working within a team in an office environment.

Good telephone manner.

Ability to work without direct supervision.

Knowledge of Microsoft Office. ECDL
Knowledge and understanding of confidentiality.

Ability to work under pressure.

Friendly and approachable

Flexible and able to cover holidays and absence.

14. STANDARD ELEMENTS

STANDARD ELEMENTS

Confidentiality

Comply with all approved NHSWI Policies and Procedures.

Comply with NHSWI Communication Strategy and Media Strategy.

This involves taking the necessary precautions when transmitting information only disclosing it to those who have the right and need to know it.

All personal health information is held under strict legal and ethical obligations of confidentiality.

NHS staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) before disclosing any patient information. All staff must respect confidentiality of all matters that they may learn relating to their employment, other members of staff, patients and their families.

Health and Safety:

Assist in maintaining own and others' health, safety and security.

This involves:

- a) Complying with Board health and safety policies, procedures and participating in mandatory training.
- b) Maintaining a safe working environment and reporting any issues of concern as appropriate.

NHS Western Isles attaches the greatest importance to the health and safety of its employees. It is the Board policy to do all that is reasonable to prevent personal injury and hazard to health by protecting staff and others including the public from foreseeable hazards compatible with the provision of proper services to patients. The Board expects its entire staff to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. More detailed information is given in departmental safety policies where appropriate.



Ensure own actions support equality, diversity and rights.

This involves:

- a) Acting in ways consistent with the Board’s policies and procedures.
- b) Treating those you come into contact with equitably and with respect.
- c) Recognising the need for aids or adaptations.

15. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder’s Signature:

Head of Department Signature:

Date:

Date:30.03.2026



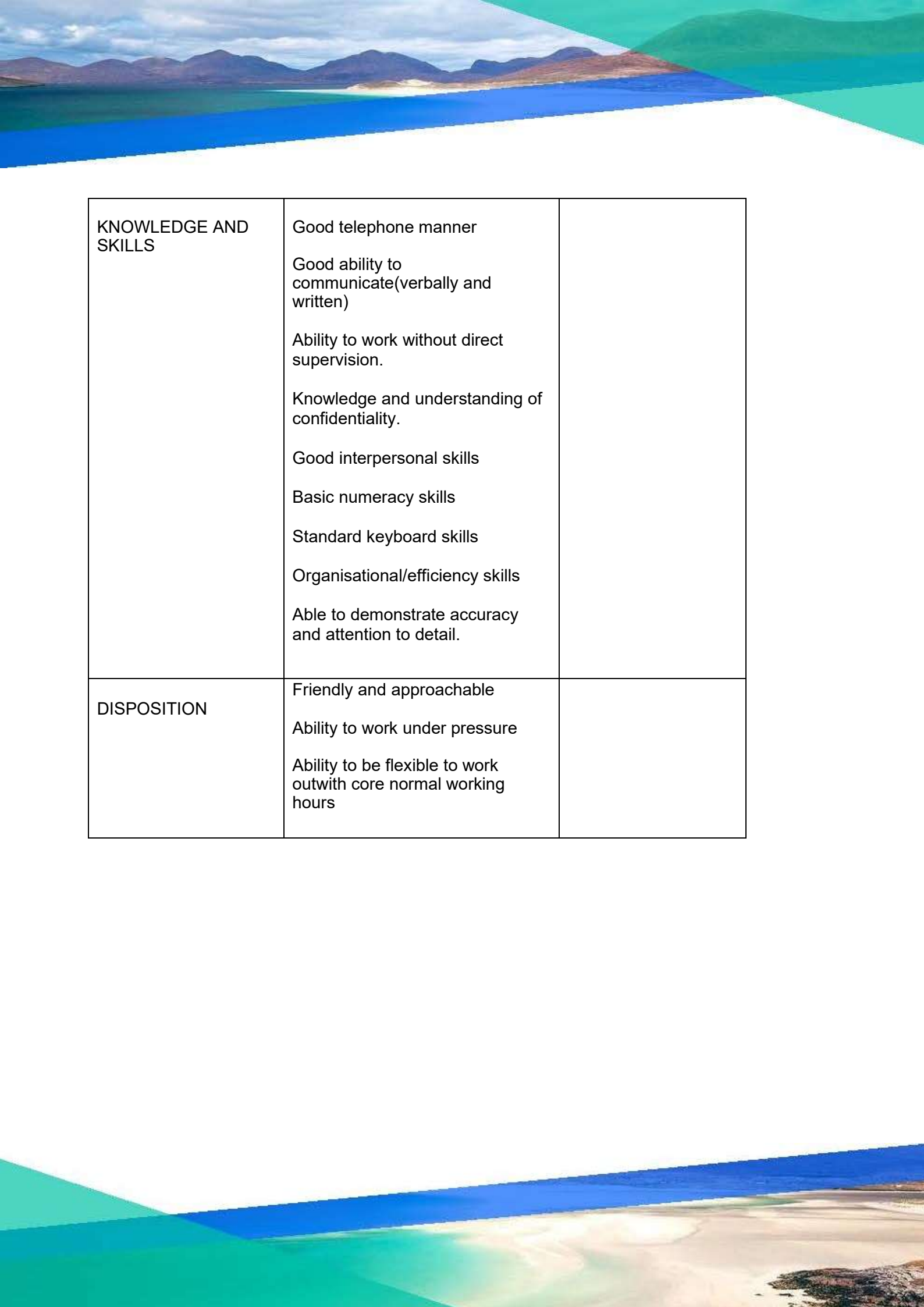
NHS WESTERN ISLES - PERSON SPECIFICATION

Job Title: Reception/Administration and Secretarial Support/Dispenser

Department:

Location:

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	<p>Previous experience of working within a team in an office environment.</p> <p>Good telephone manner.</p> <p>Ability to work without direct supervision.</p> <p>Knowledge and understanding of confidentiality.</p> <p>Flexible and able to cover holidays and absence.</p>	
QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS	<p>Educated to SCQF Level 5</p> <p>PhC-recognised qualification and NVQ Level 2 pharmacy skill</p> <p>Knowledge of Microsoft Office Package or ECDL or equivalent</p>	<p>PDA in Medical Administration</p> <p>Relevant work experience in a healthcare pharmacy environment or GP dispensing practice</p>



<p>KNOWLEDGE AND SKILLS</p>	<p>Good telephone manner</p> <p>Good ability to communicate(verbally and written)</p> <p>Ability to work without direct supervision.</p> <p>Knowledge and understanding of confidentiality.</p> <p>Good interpersonal skills</p> <p>Basic numeracy skills</p> <p>Standard keyboard skills</p> <p>Organisational/efficiency skills</p> <p>Able to demonstrate accuracy and attention to detail.</p>	
<p>DISPOSITION</p>	<p>Friendly and approachable</p> <p>Ability to work under pressure</p> <p>Ability to be flexible to work outwith core normal working hours</p>	

A Place to Live

The quality of life in the Western Isles, particularly for those with families, is outstanding: a safe space to bring up children, stress-free commutes with jaw-dropping views, and the opportunity to stroll along our pristine beaches or explore our dramatic scenery on your days off.

Community spirit is at the heart of the Western Isles. It is close-knit and welcoming, residents are proud of the place where they live and are keen to support young and old. The islands have a strong cultural identity stemming from their distinctive history.

Although the islands are remote, you can still keep connected with the wider world. There are frequent transport links to the mainland via ferries and three island airports – Barra, Benbecula, and Stornoway. The Air Discount Scheme (cheaper flights for islanders) and Road Equivalent Tariff (subsidised ferry fares) ensure transport is affordable. High-speed internet is widely available and allows islanders to stay connected globally.

Local Primary and Secondary Schools provide high quality education with the opportunity to learn through the Gaelic language. There is a network of excellent sport and leisure facilities in the Western Isles with annual cultural festivals and venues with live entertainment.

Key worker housing can be applied for through Hebridean Housing Partnership.

Useful Information

cne-siar.gov.uk Comhairle nan Eilean Siar (Western Isles Council - for more information on Schools, leisure and culture)
visitouterhebrides.co.uk (for more information on our islands and what to see and do)

A Place to Work

NHS Western Isles employs over 1000 staff over a number of sites, including:

- Ospadal nan Eilean Siar (Western Isles Hospital), Stornoway
- Ospadal Uibhist agus Bharraigh (Uist and Barra Hospital), Benbecula
- St Brendan's Hospital, Barra
- A number of GP and Dental Practices across the island chain
- A variety of community-based health services

Being part of a smaller team with a flat management structure provides the opportunity to widen your experience and be involved in a range of planning and decision-making that you might not otherwise experience in a larger setting. Our patients are our community, and there is opportunity to contribute to multi-disciplinary and holistic care to patients and families across healthcare settings.

Support and development are central to NHS Western Isles' ethos, and this involves working in partnership with the University of the Highlands and Islands, NHS Education for Scotland, and other higher education institutions. Our Professional Practice and Learning team will support and advise you on your learning journey. Many opportunities can now be accessed remotely through online learning. Regular clinical training is available and scenario-based learning is available in our recently-installed sim lab.

The Western Isles has a range of employment opportunities in the public and private sector for those that are relocating as a family. Please contact us and we can direct you to vacancies that might be suitable.

All staff are valued equally and we welcome and encourage those from diverse backgrounds to come and work for us.



NHS WESTERN ISLES BENEFITS

Pay

The NHS pay system is known as Agenda for Change (AfC) which applies to all staff excluding medical, dental and executive level managers.

The benefits include a standard working week of 36 hours, with pay enhancements to reward weekends, nights and overtime working. This ranges from time plus 88% to time plus 30% depending on your pay band and shifts you work.

Distant Islands Allowance is paid to all staff who live in the Western Isles. This is currently £1,461 per year.

Annual Leave

Annual leave entitlement is 27 working days, rising to 29 working days after 5 years' service and 33 days after 10 years' service. In addition to this, you are entitled to 8 statutory public holidays every year.

Work-life balance

We understand that balancing work and home commitments can sometimes be difficult.

Our policies offer:

- Flexible working including home working
- Paid parental leave
- Paid carer leave
- Paid bereavement leave
- Occupational sick pay scheme

Wellbeing

We recognise that your mental and physical wellbeing is important and we aim to support you in the workplace.

We have a 24-hour confidential helpline to support you and your family through any of life's issues or problems. This includes counselling, family issues, bereavement, financial wellbeing, relationship advice, legal information and more.

NHS Pension Scheme

All new employees will automatically be enrolled in the NHS Pension Scheme, or if you are an existing member your membership will continue.

Key features

- Benefits accrued on a Career Average Revalued Earnings (CARE) basis.
- Normal pension age the same as your State Pension Age.
- Pension accrual rate of 1/54th of pensionable earnings each year.
- Valuable death benefits for your dependents.
- Option to take part of your pension and continue working.

Further information on the benefits of the scheme, can be found at sppa.gov.uk.

Travel & Transport

We participate in the Cycle to Work scheme, enabling you the opportunity to buy a bike tax-free.

Those who need to travel a lot for work will be eligible for a leased car.

Right to Work in the United Kingdom

We will support those that are eligible for a certificate of sponsorship to apply for a work visa. Candidates who require a Certificate of Sponsorship can access further information on the UK Border Agency's new points based system that now governs the way individuals from outside the EEA can work in the UK at bia.homeoffice.gov.uk.

