**NHS GRAMPIAN**

# JOB DESCRIPTION

1. **OVERVIEW**

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| JOB IDENTIFICATION | |
| **Job Title:** | Administrator |
| **Department(s):** | Admin |
| **Location:** | Saltoun Surgery |
| **Hours:** | 35 |
| **Grade:** | Band 3 |
| **Salary:** | (Pro rata per annum) |
| **Contract:** | £21,709 - £23,603 |
| **Job Reference:** | DM074531 |

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| **Job Holder reference:** |
| 1. **JOB PURPOSE**   To provide reception and administrative support to the practice, patient’s & relatives in a small but busy Medical Practice. |
| **3. ORGANISATIONAL POSITION** |
| **4. SCOPE AND RANGE**  Saltoun Surgery is based at Lochpots road in Fraserburgh  .  Patient population: 8,500 approx.  3 Permanent GP’s  3 GP locums  2 ANP  7 Practice Nurse’s  1Paramedic Practitioner  1 Healthcare Technicians  Primary Care Development Manager  Practice Manager  Office Manager  Admin staff  Community Nursing Team  Attached staff: Midwife, CPN, Pharmacist, Pharmacist Technician, First Contact Physiotherapist, Health  Visitors,  2c practice providing a range of General Medical Services including chronic disease management, travel advice, minor surgery, phlebotomy, well woman, maternity services, etc. |

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| **5. MAIN DUTIES/RESPONSIBILITIES**   * *Provides advice and information to patients both face to face and via telephone. Mainly making appointments, logging patient arrival, taking requests for repeat medication and giving results as  per GP instruction.* * *Generating repeat prescriptions on the computer as per practice policy.* * *Workflow all incoming mail received in post or electronically to individual GPs and other Practice Team members using Docman and follow up all actions from the electronic mail system.* * *Data input (eg results, READ coding, new patient registrations) and ensure the Vision system is kept updated at all times.* * *Perform appropriate administrative tasks to accurately maintain required practice and patient data.* * *Perform other ad-hoc duties as requested by the Office Administrator or Practice Manager to ensure the smooth running of the Practice.* * *Performing secretarial duties, typing referrals/communication with other departments external to the practice.* * *Liaise with GPs hospital staff (GP secretaries, nursing staff, labs etc), social work and other practice team members.* * *The postholder must be able to work accurately on their own initiative, and are expected to use their own judgement as far as possible whilst knowing when they need to seek further clarification or advice from the practice manager or other practice staff.* |
| 1. **SYSTEMS AND EQUIPMENT**   Compuer Hardware – PCs, printers  *Computer Software ie. Vision, Docman, NHS Mail, ECCI (hospital lab results), SCI Gateway*  *Switchboard telephone*  *Photocopier/Fax/Scanner*  *Answerphone* |
| **7. DECISIONS AND JUDGEMENTS**  The postholder must be able to work accurately on their own initiative, but within agreed parameters and timescales.  The work is generated by the demands of the service.  To maintain patient confidentiality at all times.  *Support is available from the Office Manager and/or Practice Manager.*  *The postholder is appraised annually by the Office Manager.* |
| **8. COMMUNICATIONS AND RELATIONSHIPS**  *Within own department:*   * *Other practice staff, Primary Care Development Manager, Office Manager, GPs, Nurses and associated staff.*   *With other departments:*   * *Occasionally with Practitioner Services and NHS Grampian staff.*   *External to NHS Grampian:*   * *Patients and relatives.*   *Emotional aspect – dealing with patients who are often distressed or angry.* |
| **9. PHYSICAL DEMANDS OF THE JOB**  *Requirement for physical effort during shift, including long periods of standing.*  *Bending and lifting frequently required.*  *Frequent moving of various objects*  *Working at fast pace under pressure daily.*  *Frequently interrupted and working to unpredictable work patterns.* |
| **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**  *Dealing with distressed or angry patients and/or relatives.*  *Ability to cope with pressure during frequent periods of high demand.*  *Requirement to multi-task.*  *Frequent concentration, generally predictable work.*  *Working in cramped, confined premises.* |
| **11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**  *Good secondary education.*  *Standard keyboard skills.*  *Good communication skills, both oral and written.*  *Experience of working with the public ideally in a GP environment.*  *Previous experience of working in a busy/hectic environment.*  *Understanding of new practice procedures and protocols which require on-job training.* |

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| **PERSON SPECIFICATION** | | |
| **POST/GRADE**: Administrator – Band 3  **LOCATION:** Saltoun Medical Practice  **WARD/DEPARTMENT**: Banff & Buchan | | |
| The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. With the exceptions relating to displaced and disabled candidates noted in Sections 5.3 and 5.4 of this policy, shortlisted candidates must possess all the essential components as detailed below. | | |
| **GENERAL REQUIREMENTS** | | |
| **Factor** | Essential | Desirable |
| Qualification & Experience | Educated to minimum GCSE level in English.  Minimum 3 years secretarial/administration experience.  Good working knowledge of all Microsoft programmes, internet/e-mail. | ECDL  Previous Primary Care experience  Experience in Vision/Docman |
| Circumstances & flexibility | Must be flexible to meet the needs of the service and provide cover where necessary.  Car Driver /Access to a car |  |
| Particular requirements of the post | Good communication skills.  Ability to organise own workload and prioritise. |  |
| Level of Disclosure check required | Not applicable |  |