### **Sheen Surgery, Sheen Lane Health Centre, Sheen Lane, London, SW14 8LP**

### **JOB DESCRIPTION**

## Job Title: Administrator

**Responsible to: Business Manager**

**Accountable to: The Practice Manager and Partners**

**Hours: Full time/Part time**

**Job Summary:**

To support Management team in coordinating services, updating digital services, coding, searches and recalls.

**Job Responsibilities**:

**Run Searches and Recall Patients**

Run routine searches on EMIS software and recall patients accordingly, taking into account patient’s needs for alternative methods of communication.

**Manage Digital Services Including Website**

Ensure the website is kept up-to-date with seasonal and ad hoc information.

**Code Data On Patient’s Records**

Code health data accurately on patient’s records, including immunisations.

**Manage Inbound Documents**

Review documents from hospitals and other external agencies - coding relevant health data on patient’s records and where appropriate bringing to the attention of a clinician.

This list is not exhaustive and may be subject to change in line with updates to Practice contractual requirements.

**Person Specification**

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| --- | --- | --- |
| **Person Specification – Receptionist / Administrator** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Educated to GCSE level or equivalent | ✓ |  |
| GCSE Mathematics & English (C or above) | ✓ |  |
| NVQ Level 2 in Health and Social Care |  | ✓ |
| **Experience** | **Essential** | **Desirable** |
| Experience of working with the general public | ✓ |  |
| Experience of administrative duties |  | ✓ |
| Experience of working in a health care setting |  | ✓ |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication skills (written and oral) | ✓ |  |
| Strong IT skills | ✓ |  |
| Clear, polite telephone manner | ✓ |  |
| Skilled in the use of Microsoft Office | ✓ |  |
| EMIS user skills |  | ✓ |
| Effective time management | ✓ |  |
| Ability to work as a team member and autonomously | ✓ |  |
| Effective communicator within a team and with external agencies | ✓ |  |
| Problem solving & analytical skills | ✓ |  |
| Ability to follow policy and procedure | ✓ |  |
| **Personal Qualities** | **Essential** | **Desirable** |
| Polite and confident | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Motivated and a fast learner | ✓ |  |
| Proactive | ✓ |  |
| Ability to work under pressure and manage competing priorities | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Disclosure Barring Service (DBS) check | ✓ |  |