**Job Description Administrator**

**Job Summary**

Duties can include, but are not limited to, supporting the administration and receptionist teams with patient registration, booking appointments, processing of information (electronic and hard copy) in a timely manner and in accordance with current policies.

To support staff with the distribution of information, messages and enquiries for the clinical team, liaising with multidisciplinary team members and external agencies such as secondary care and community service providers.

**Primary Key Responsibilities**

The following are the core responsibilities of the Administration Assistant. There may be, on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels:

1. Process incoming and outgoing mail
2. File and store records as required
3. Photocopy documentation as required
4. Process and distribute incoming faxes
5. Process changes to patient registration, deduction of record and new patient registration

1. Input data into the patients’ healthcare records as necessary
2. Answer incoming phone calls, transferring calls or dealing with the callers’ requests appropriately
3. Welcome patients and visitors to the organisation, directing requests appropriately
4. Maintain a clean, tidy, effective working area at all times
5. Support all clinical staff with general administrative tasks as requested
6. Manage all queries as necessary in an efficient manner
7. Carry out system searches as requested
8. Maintain a clean, tidy, effective working area at all times
9. Monitor and maintain the reception area and notice boards
10. Support all clinical staff with general tasks as requested

**Secondary Responsibilities**

In addition to the primary responsibilities, the Administration Assistant may be requested to:

1. Partake in audit as directed by the audit lead
2. Support reception staff, providing cover during staff absences
3. Book appointments
4. Complete opening and closing procedures in accordance with the duty rota
5. There may be, on occasion, a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels

|  |
| --- |
| **Person specification – Administration Assistant** |
| **Qualifications** | **Essential** | **Desirable** |
| GCSE Mathematics & English (C or above) or equivalent |  |  |
| 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 healthcare setting |  |  |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication skills (written and oral) |  |  |
| Strong IT skills |  |  |
| Clear, polite telephone manner |  |  |
| Competent in the use of Office and Outlook |  |  |
| Effective time management (planning and organising) |  |  |
| Ability to work as a team member and autonomously |  |  |
| Good interpersonal skills |  |  |
| Problem solving and analytical skills |  |  |
| Ability to follow policies and procedures |  |  |
| EMIS/SystmOne/Vision user skills |  |  |