

## YEALM MEDICAL CENTRE

**JOB TITLE:** LEAD ADMINISTRATOR

**REPORTS TO:** PRACTICE MANAGER

**HOURS:** 37.5 hours per week  
08.30 – 16.30 Monday to Friday

### **OVERVIEW**

The post-holder will work closely with and under the direction of the Practice Manager to deliver and oversee all administrative tasks within the practice across a wide range of clinical and administrative activity.

The post holder will be aware of the various statutory requirements required by the practice and will assist in their implementation as directed by the Practice Manager. There is a need to work closely with reception and clinical staff to ensure the smooth running of the practice, reporting any problems encountered to the relevant person.

### **MAIN PURPOSE**

- To organise and oversee the running of key systems and procedures including clinics, the Quality and Outcomes Framework (QOF) administration, research administration, ordering of non-clinical stock and a wide range of other administrative tasks.
- To be responsible for the production and monitoring of documentation within the practice, using IT and manual solutions under the direction of the Practice Manager.
- To be competent in all relevant aspects of the clinical software system.
- To manage data quality issues (such as QOF), providing support and guidance to practice staff in the use of the clinical system.
- To undertake specific assigned tasks, project support, or development and change work which may arise from time to time.
- To manage the distribution of work amongst the reception team.
- To oversee the day to day running of the reception team and ensure all tasks are completed in a timely manner.
- To provide cover for the reception team as required.

- To support the Practice Manager with creating and monitoring the reception rota and breaks.
- To support the Practice Manager administer a maintenance register for all equipment across the practice.
- To be responsible for monitoring and ordering supplies of all non-clinical stock.
- The post-holder will need to become familiar with national and local quality standards for primary care.

## **PRINCIPAL DUTIES AND RESPONSIBILITIES**

### **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, and the practice Infection Control policy and published procedures. This will include:

- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and keeping them free from hazards
- Actively reporting health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- 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 recognizes 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 that is welcoming and of everyone, is non-judgmental and respects individuals' 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.

### **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.

### **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.

This is not intended to be an exhaustive list of responsibilities, and it is expected that the post holder will participate in a wide range of activities.