

**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
Salary:	Dependant on experience

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

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	✓	