



JOB DESCRIPTION

JOB TITLE: Administration Assistant
REPORTS TO: Assistant Practice Manager/Practice Manager
HOURS: 37.5 hours per week

Job Summary:

Assist the smooth running of the practice by undertaking various administrative support tasks in line with Albany Practice processes and protocols

Provide general assistance to the Practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone.

Job Responsibilities:

Tasks carried out in this role may include but not be limited to:

1. Opening post, distributing or scanning and allocating as required
2. Franking and taking post
3. Monitoring generic email boxes.
 - a) Scanning and allocating emailed patient information as appropriate
 - b) Forwarding or deleting other items
4. Supporting stocking doctors rooms
5. Sending routine letters and bulk texts
6. Undertaking reception tasks to call or write to patients
7. Support the practice secretary by typing referrals and letters
8. Entering patient registrations.
9. Coordinate ordering of stationery and IT supplies
10. General scanning of documents
11. Making tea and coffee
12. Collating information as requested
13. Ensure signing in sheets available and completed ones scanned.
14. Any general administrative task reasonably required.

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

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, the practice Health & Safety Manual, and the practice Infection Control policy and published procedures. This will include:

- Using personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Actively reporting of 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 recognises 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 which is welcoming to and of the individual, is non-judgmental and respects their 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 who are undertaking similar work

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 be accountable for their actions taken 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

Communication:

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with patients and carers
- Communicate effectively with other team members
- Recognise people's needs for alternative methods of communication and respond accordingly

Contribution to the Implementation of Services:

The post-holder will:

- Apply Practice policies, standards and guidance
- Contribute to the development of policies, standards and guidelines by reference to how they will impact on execution of their work
- Participate in audit where appropriate

The Albany Practice Person Specification



Job Title: Administrative Assistant

Criteria	Essential/ Desirable	Demonstrated: A = application I = interview T=Test
Qualifications/Training/Experience		
1. Basic secondary education to GCSE standard or equivalent	E	A
2. Experience in a customer focused environment	D	A
3. Experience of working in a rapidly changing environment	D	A/I
4. Experience in use of database packages	D	A/I
Skills and Knowledge		
5. Excellent IT skills	E	A/I
6. Good keyboard skills	E	A/I/T
7. Audio typing	D	A/I/T
8. Good telephone manner	E	I
9. Good numeracy skills	E	A/I
10. Excellent organisational skills	E	A/I
Personal Skills, Abilities and Attributes		
11. Able to communicate with people at all levels	D	A/I
12. Desire to deliver excellence in customer service	E	A/I
13. Patient, polite & courteous	E	I
14. Team player	E	I
15. Enthusiasm	E	I
16. Ability to handle own stress	E	I
Other Requirements		
17. Flexibility over hours	E	A/I
18. Willing to work occasional weekends	E	A

Application For Employment



Please Complete the application form below. Do not type/write using only capital letters and please remember to check it carefully, as once the form has been submitted it cannot be changed. We only use information on this form for shortlisting.

Job Title	Administration Assistant
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Personal Details

Title	
Surname/Family Name	
First Name	
Middle Name	
UK National Insurance No	
Address	
Postcode	
Country	
Home Telephone	
Mobile Telephone (only if UK registered)	
Work Telephone	
Preferred telephone number	Home / Mobile / Work
Email Address	

Have you any criminal convictions that are not spent under the Rehabilitation of Offenders Act 1974? *This post is covered by the Rehabilitation of Offender Act 1974 (Exceptions) Order 1975, both spent and unspent convictions must be declared.*

Yes / No (delete as applicable)

If yes please give dates and details.

Application For Employment



Equalities Act 2010

The Equality Act 2010 protects disabled people - including those with long term health conditions, learning disabilities and so called "hidden" disabilities such as dyslexia. If you tell us that you have a disability we can make reasonable adjustments to ensure that any selection processes - including the interview - are fair and equitable.

Do you consider yourself to have a disability? Yes /No / Prefer not to say

If yes, do you wish to be considered under the guaranteed interview scheme if you meet the minimum criteria as specified in the person specification? Yes / No

If offered employment, you may be required to complete an Occupational Health Questionnaire and may also be required to undergo an Occupational Health Consultation. Do you consent to this? Yes/No

Applicants Who Are Patients Of The Albany Practice

The Albany Practice considers that employing staff who are patients of the practice has significant disadvantages both to the patient and to the practice. Please note therefore that if your application is successful, you will be required to register elsewhere.

We are required to ensure that you are legally entitled to work in the UK.

This will be checked before you commence employment:

Are you a United Kingdom (UK), European Community (EC) or European Economic Area (EEA) National? Yes / No

If you have answered 'no' above, what is your current immigration status?

Please supply details of any visa currently held:

Visa No:

Start Date: (DD/MM/YY)

Expiry Date: (DD/MM/YY)

Details of any Restriction:

Application For Employment



Employment History

Please record below the details of your full employment history beginning with your current or most recent first. If required, please provide additional information regarding your employment history within the 'Supporting Information' section.

Have you ever worked for the NHS?		Yes/No	
Current/most recent Employer Name			
Employer Address			
Your Job Title			
Start Date (MM/YYYY)		End Date (MM/YYYY)	
Reason for leaving			
Summary of duties:			

Please add additional employers/information

Employer's Name and Address	Title of Post Held	Salary/ Pay	Date From	Date To	Reason for leaving

Application For Employment



Education And Qualifications (most recent first): Include details of any qualifications for which you are currently studying/expect to attain.

Inclusion of qualification dates is not compulsory

Include details of professional qualifications here

Schools, Colleges Universities or other Training organisations	From	To	Programme of study/examinations taken (with levels and grades)

Application For Employment



References

Please provide the names and full contact details of the people to supply references. Your present (or last employer if unemployed) must be one and you must not be related to any referee.

Referee 1

Type of Reference	<input type="checkbox"/> Employer	<input type="checkbox"/> Educational	<input type="checkbox"/> Personal
Title			
Surname/Family name		First Name	
Relationship			
Employer Name			
Referee Job Title			
Address			
Post Code			
Telephone		Country	
Email		Fax	
Can the referee be contacted prior to interview? Yes / No			

Referee 2

Type of Reference	<input type="checkbox"/> Employer	<input type="checkbox"/> Educational	<input type="checkbox"/> Personal
Title			
Surname/Family name		First Name	
Relationship			
Employer name			
Referee Job Title			
Address			
Post Code/			
Telephone		Country	
Email		Fax	
Can the referee be contacted prior to interview? Yes / No			

Application For Employment



Supporting Information

In this section please give your reasons for applying for this post and additional information which demonstrates how you match the person specification. This can include relevant skills, knowledge, experience, voluntary activities, training etc.”

Supporting information (Please continue on additional sheets if necessary).

Application For Employment



Declaration

The information in this form is true and complete. I agree that any deliberate omission, falsification or misrepresentation in the application form will be grounds for rejecting this application or subsequent dismissal if employed by the organisation. Where applicable, I consent that the organisation can seek clarification regarding professional registration details.

I agree to the above declaration			
Signature			
Name		Date	