

JOB DESCRIPTION

JOB TITLE: OFFICE MANAGER / SENIOR ADMINISTRATOR

REPORTS TO: Deputy Practice Manager

HOURS: 30.0 – 37.5 per week (exact schedule to be agreed)

Job Summary

To provide support and services to all members of the practice team

To be responsible for the day-to-day supervision and management of all Administration/Reception staff and associated functions, including the secretarial, repeat prescribing and clinical systems, ensuring all functions are carried out in accordance with agreed procedures, protocols and timescales, and reporting to the practice management as necessary.

To deputise for the Deputy Practice Manager in appropriate roles and at appropriate functions.

Job responsibilities

Office Management

- Ensure equipment and facilities are available for practice staff and other providers such as GM Integrated Care and Primary Care Network roles
- Waiting areas patient flow is managed and appropriate
- Oversee the filing of records in strict alphabetical sequence and security of all records at all times.
- Oversee the stock levels of office supplies and management of ordering supplies
- Oversee the stock levels of clinical supplies in liaison with the practice's nursing team.
- Ensure leaflet racks containing patient information are filled and data is relevant.
- Incoming and outgoing practice post is dealt with efficiently
- Housekeeping in office areas and waiting room is maintained to a high standard
- Ensure that the practice's contact lists are up to date and readily available
- Ensure that GM Integrated Care and practice owned equipment is readily identifiable.
- Provide support and training for current and new staff in resolving simple problem with PCs and printers.
- Provide support and guidance for non-clinical staff maintaining the practice morbidity register.
- Manage the appointment diary, including home visits and care home ward rounds in line with agreed policies
- Liaise with medical representatives in accordance with agreed policy
- Deal with general telephone enquiries from patients and general public.
- Record requests for home visits
- Oversee the non-clinical elements of the repeat prescription system
- Ensure the practice adheres to the timescales and responsibilities for records movement
- Assist with collation of patient records for requests from third parties ensuring that all clinical governance and confidentiality requirements are adhered to.
- Ensure there is a robust appointment system for all members of the clinical team, and that reception staff are trained to navigate the appointment system efficiently.
- Record messages for doctor, nurse and administrative staff.
- Management and update of noticeboards containing both patient and staff information.

- Ensure information on patient check-in and call screens is accurate and up to date.
- Support the practice's secretarial functions
- Liaise with the nursing team about any requirement to provide admin support for any given specific situation (e.g., Flu Clinic, Baby Clinic etc.)
- Ensure all appropriate documents go through the scanning process, the backlog is managed and all electronic filing is done correctly
- Deal with more complex enquiries from patients and deputise for Assistant Practice Manager as practice complaints officer
- Management of petty cash and petty cash reconciliation

Human Resources

- Ensure practice policies are followed and staff have knowledge of and access to the policy library.
- Induction and ongoing training of all staff to agreed standards.
- Provide support and training for current and new staff ensuring that data quality guidelines are understood and adhered to.
- All staff have appropriate access to storage for personal items, uniform and name badges
- Provide support advice and training for current and new practice staff in the use of the clinical system and the security of NHS smartcards.
- Attend staff meetings where appropriate, chair team meetings for reception and administration staff, and attend and/or take minutes for senior meetings on request
- Maintain and develop staff rotas to ensure adequate staffing levels at all times
- Admin authorisation of staff annual leave

Systems

- Continually assess and evaluate systems, recommending changes and improvements to the practice manager as appropriate.
- Register new patients, including compilation of patient files and monitor data on all registrations and deductions to make sure accurate information is held by the practice.
- Ensure patient recall processes are in place and used accordingly
- Ensure appropriate appointments are booked for appropriate clinicians
- Maintain a clear understanding of the telephone system both for daytime use and out-of-hours.
- Assist in the production of information for clinical audit as requested by the clinical sub-groups.
- Oversee the administration of the clinical system ensuring staff complete housekeeping and backups where required as outlined in the practice policy.
- Complete templates for computer input.
- Audit and submission of scheduled reports as appropriate

The above list of duties is not exhaustive and may be subject to change as deemed necessary.

Other Job Responsibilities

Confidentiality

- Maintain confidentiality of information, acting within the terms of the Data Protection Act 2018, with specific reference to the General Data Protection Regulations (GDPR) and Caldicott guidance on patient confidentiality at all times
- Maintain an awareness of the Freedom of Information Act
- 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 manage their own and others' health & safety and infection control as defined in the Practice's Health & Safety Policy, and the Practice's Infection Control Policy and published procedures
- Comply with Practice health & safety policies by following agreed safe working procedures
- Actively report health & safety hazards and infection hazards immediately
- Keeping work and general areas clean and tidy, and using appropriate infection control procedures to keep work areas hygienic and safe from contamination
- Undertaking periodic infection control training (minimum annually)
- Awareness and compliance with national standards of infection control, hygiene, regulatory / contractual / professional requirements, and good practice guidelines
- Correct personal use of Personal Protective Equipment (PPE) and ensuring correct use of PPE by others, advising on appropriate circumstances for use by clinicians, staff and patients
- Reporting incidents using the organisations Incident Reporting System
- Using personal security systems within the workplace according to Practice guidelines
- Making effective use of training to update knowledge and skills

Equality and Diversity

- The post-holder will support, promote and maintain the Practice's Equality & Diversity Policy
- No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc
- The jobholder must comply with all policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families

Personal/Professional Development

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- The post-holder will participate in any training programme implemented by the practice as part of this employment, with such training to include
- Participating and compliance with training that is deemed to be mandatory in order for the individual to be able to perform the duties as outlined in this job description
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work (eg non-mandatory training), for which training modules will be provided by the practice

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

Communication

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

- Communicate effectively with other team members

- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly
- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in practice level audit activities where appropriate

Other Delegated Duties

This job description is not intended to be exhaustive - it may be changed after consultation with the post holder. The employee shares with the employer the responsibility for review and modification of duties.

Due to General Data Protection Regulations (GDPR), we are required to advise and/or remind you that any personal data we hold about you as part of your employment with this practice is securely stored, appropriately maintained and accessible for you to view at any time.