



THE ADAM PRACTICE

# Job Description

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<b>Title:</b>	<b>Patient Services Clerk Administrator</b>
<b>Reporting to:</b>	<b>Surgery Team Manager (Hamworthy)</b>
<b>Hours:</b>	<b>29 hours</b>

## Summary

Responsible for a wide variety of patient and business administration to support the effective day-to-day delivery of clinics and services that The Adam Practice (TAP) provides.

## Primary areas of responsibility

- Carrying out a range of administration tasks relating to clinical services and patient care, including monitoring and recalls for long term condition care, proactive management of specific clinical groups (i.e. pregnant ladies), and the appropriate updating of clinical records using TPP SystemOne.
- Working with STM and Nurse Manager to administer clinical session rotas, requests for leave and ad-hoc changes to sessions on designated sites.
- Provide administrative support for the Nursing Manager, including monitoring and coordination of appraisals and training for the Nursing team.
- To act as the lead on key aspects of Administrative work, ensuring other members of the team deputise when on leave, and vice-versa, deputising for other members of the team in areas they lead in.
- Under the direction of the STM, provide support to Patient Service Clerk and Secretary colleagues as required, on any TAP site, when required (i.e. to cover leave/sickness/temporary increases in workload).

This job description is not exhaustive and indicates the primary areas of responsibility only. Additional tasks may be required from time to time reflecting the level of responsibility of the post.



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# Person Specification

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**Title:** Administrator

Attribute	Essential	Desirable
Education/Training	Educated to GCSE standard.	Educated to A level standard or above
	A commitment to continuing personal and professional development	Recognised administrative qualification(s)
Qualities/Attributes	Emotionally intelligent	
	Effective communicator at all levels and via all mediums	
	Open-minded and positive; focused on solutions not problems	
	Self-motivated	
	Always strives for improvement	
	Effective team member and lone worker	
Skills/Experience	Experience of a varied administrative workload, in a customer-focused environment.	Experience of working in the NHS, and ideally General Practice
	Fully IT literate including Microsoft Office	Experience using TPP SystemOne clinical system
	Strong interpersonal skills and ability to communicate effectively with patients, staff and clinicians	Facilitation and negotiation skills – getting the best out of other people and situations
	Able to prioritise workload effectively both individually and within a team	
Mobility	Ability to travel between all Practice sites when required	