

Job Description

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| **Job Title:** Receptionist/Service Administrator  **Pay Band:** £24,750.00  **Reports to:** National Administration Manager |

## Job Summary

This role will be responsible for providing a professional administration service, ensuring all 111 administrative functions both local and national are delivered in accordance with contractual and governance requirements. To work alongside and assist other administrators in all aspects of the admin department.

### Key Responsibilities

* **Reception duties**
  + Greeting visitors in a professional manner. Following the correct process to ensure security at all times
  + Liaising with site landlord and external service providers, maintaining professional records
  + Answer all incoming calls promptly and efficiently in a professional manner. Taking full and accurate details, demonstrating initiative and sensitivity when dealing with difficult and complex calls. Ensuring all information shared with relevant parties
  + Managing, ordering and storing of stationery and equipment requirements for local site
  + Recording and processing any incoming and outgoing post
  + Assist in maintaining and monitoring budgetary adherence in relation to purchase orders and ad-hoc invoices
  + Any other reception duties required

* **Network Pem’s (Post event message)**
  + Daily management and reporting of Pem’s, and supporting of National Network. Investigating, and reporting any DOS errors thereby reducing the amount of failed Pem’s. Maintaining an accurate database and monthly reports for all failed Pem’s and actions taken
* **Not our Patients**
  + Investigating and resend of patient records returned to Practice Plus Group, having been sent to the incorrect surgeries
* **Patient Merge Queue**
  + Investigating and correcting duplicate patient records held on the Adastra database
* **Reports**
  + Accurately completing and maintaining any reports and submitting within deadline. Supporting local and national managers with ad-hoc reporting requirements
* **Frequent Callers**
  + Maintain and monitor database, providing to date accurate reports when required. Ensure reasonable turnaround time with surgeries and appropriate record of contact maintained
* **Minute Taking**
  + To support with any minute taking requirements for meetings. Attending meetings and transcribing accurate minutes and typing them up in a reasonable timeframe
* **Any other administration duties**

**Additional Information:**

**Review**

The duties of this post are a guide to the range of responsibilities that may be required. These may change from time to time to meet the needs of the service and/or the development needs of the post holder. All duties must be carried out in accordance with Practice Plus Group’s policies and procedures and with regard to Data Protection Act 1998. This job description will be revised regularly to take account of changes within the organisational structure and Practice Plus Group business plan.

**Other Duties**

The post holder will be required to undertake any other duties according to the needs of the service. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. Any reasonable changes will be discussed and agreed with the post holder before any variations to the job description are made.

**Confidentiality**

The post holder is required not to disclose such information, particularly that relating to patients and staff.  All employees are subject to the Data Protection Act 1998 and must not only maintain strict confidentiality in respect of patient and staff records, but the accuracy and integrity of the information contained within.  The post holder must not at any time use personal data held by Practice Plus Group for any unauthorised purpose or disclosure such as data to a third party.  You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of Practice Plus Group, unless expressly authorised to do so by Practice Plus Group.  Further guidance on confidentiality is contained within Practice Plus Group Information Security Management System (ISMS).

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company’s ISO27001 accreditation.  This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorized persons or organizations as instructed.

**Appraisal**

Practice Plus Group operates a system of individual performance review/appraisal for the purpose of agreeing performance objectives and discussing development needs in line with requirements of service need in the operational plan.

**Conflict of Interests**

You may not without the consent of Practice Plus Group engage in any outside employment and in accordance with Practice Plus Group Conflict of Interest Policy you must declare to your manager all private interests, which could potentially result in personal gain as a consequence of your employment position in Practice Plus Group. Interests that might appear to be in conflict should also be declared.

**Disclosure and Barring Service (DBS)**

It is a requirement of this position that a DBS disclosure at the enhanced level is undertaken.

**Smoking**

Practice Plus Group is a non-smoking organisation and you are therefore required not to smoke in any of the buildings where Practice Plus Group business is carried out.

**Complaints**

From time to time, complaints may occur, no matter how professional the approach of our staff. All complaints are investigated promptly, and the full co-operation of staff is required. The current guidelines amplify the above points with policies and procedures explained.

**Education and Training**

Personal continuing professional development is encouraged and an annual appraisal system is in place to discuss CPD and ongoing objectives.

**Equal Opportunities**

The post holder is required at all times to carry out responsibilities with due regard to Practice Plus Group Equal Opportunities Policy and to ensure that staff receive equal treatment throughout their employment with Practice Plus Group.

**Health and Safety at Work**

The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with Practice Plus Group to ensure that statutory and departmental safety regulations are adhered to.

All duties must be carried out in accordance with Practice Plus Group’s policies and procedures and with regard to Data Protection Act 1998.

**Travel to other Sites**

You may be required to travel to other Practice Plus Group areas.