

**Location:** Worcester OOH

**Reporting to:** Operations Manager

**Hours of work:** part-time 27 hours per week over 5 days

**Education/Qualifications**

- Maths and English
- Computer IT, excel, word, email

**Experience:**

- Substantial administration experience
- Healthcare experience (desirable)

**Skills**

- Good communication skills
- Good Telephone Manner
- Accuracy / Attention to detail
- Organised
- Able to work under pressure
- Able to prioritise workload
- Use own initiative
- Good negotiation skills
- Basic IT skills, Excel, Word, Outlook, Database

**Other requirements:**

- Flexibility of working hours
- Adherence to confidentiality requirements



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BEST WORK LIFE**

**+ MAKE A DIFFERENCE  
EVERY TIME**



**Administrator**

To provide admin support to the Worcestershire operational team. The postholder will support the Admin Lead and support the links and interface between Primary Care and the out of hours service to ensure a seamless delivery in out of hours care.

This post will involve extensive liaison with individuals, teams and other bodies both within and beyond Practice Plus Group. When dealing with such bodies as ICB, Acute and community NHS trusts, GPs and other Health care professions.

**What you'll be doing:**

- Maintain communication links between different operational staff and other Managers/Supervisors
- To support the Admin Lead with daily administration tasks
- Uploading datix and adding relevant documentation along with sending out correspondence to other providers
- Provide admin assistance for all special projects and meetings
- Inputting of special patient notes maintenance and procedures
- To maintain and input information into IT system as instructed
- Support with administrative aspects of the staff recruitment process and maintain the training monitoring records and communication
- Coordinate Managers and Supervisors diaries and book appointments with internal and external clients
- To undertake minute taking when requested by line manager
- Manage day to day operational admin tasks to meet the needs of the Business
- To carry out general office admin including but not exclusively: telephone, filing, printing and scanning
- Administration duties to the Worcestershire Operational team ensuring a seamless service
- Monitoring all patient call reports are received by the surgeries in a timely fashion

**NOTE: This job description is not intended to be an exhaustive list of all duties, and responsibilities associated with the job. Other duties may be assigned.**