
JOB TITLE:	Administrator
LOCATION:	Main Base: Banbury Health Centre
SALARY:	£16,000 - £17,000 dependent on experience
HOURS:	20 per week, over a 7 day period - Occasional Weekends

We are looking to recruit 2 part time Administrators to join our dynamic organisation.

The successful candidate will be based at Banbury Health Centre but will be expected to travel to various locations, and will join a team that takes pride in its 'can do' approach. You will work within what can be a busy, often demanding, but highly rewarding environment.

About PML:

Principal Medical Limited (PML) is a GP owned and led 'not for profit' primary care organisation, run by GPs and health professionals.

PML was founded in 2004 by a small group of General Practitioners, with the main aim of ensuring that local NHS healthcare professionals had an opportunity to bid for, and provide, innovative primary care services in their local area. In the years since it was formed, the organisation has grown and now more than 60% of GP practices in Oxfordshire and 30% of those in Northamptonshire are associated with PML. We are a 'not-for-profit' organisation, which means that all the money we generate through service contracts is ploughed back into providing patient care.

About the Job:

The post holder will provide a high level of administration to Banbury Health Centre and will take responsibility for the following processes:-

- Repeat Prescription Process
- Workflow
- Recall and Audit administration
- Banbury Hub Administration

- Patient registrations and reductions
- Notes summarising and coding
- Office Administration as required

They will support

- Reception overflow
- Cover for medical secretary when on leave or at busy times
- Support Deputy Practice Manager

Responsibilities and Duties**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 implement management of their own and others' health and safety and infection control 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 (but will not be limited to):

- Using personal security systems within the workplace according to Practice guidelines
- Correct use of Personal Protective Equipment (PPE)
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across clinical and patient process
- Making effective use of training to update knowledge and skills, and initiate and manage the training of others across the full range of patient processes
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised

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 recognizes 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 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 patient's 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

Contribution to the Implementation of Services:

The post-holder will:

- 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 audit where appropriate

This job description seeks to outline the key duties and responsibilities of the post holder and is not a definitive document, nor form part of the main statement of terms and conditions. This job will be reviewed periodically and changes may be made in consultation with the post-holder.

If you are interested in this opportunity please submit a CV: recruitment@principal-medical.co.uk or call Nichola Russell, Human Resources Manager on 01295 817667.

Person Specification: Administrator

REQUIREMENTS	ESSENTIAL	DESIRABLE
Education / Qualifications		
Educated to GCSE level and above	Y	
Further qualification in administration		Y
Knowledge and Experience		
Familiarity with the healthcare sector	Y	
Experience of healthcare administration	Y	
Skills and Abilities		
Excellent written/communication skills	Y	
Excellent administrative skills and proficiency in the use of Windows based software including Microsoft Word and Excel	Y	
Experience of Repeat Prescription Process		Y
Good organisational skill with an ability to prioritise	Y	
Methodical, efficient approach to office procedures and record keeping	Y	
Knowledge of EMIS		Y
Personal Attributes		
A high standard of accuracy and attention to detail	Y	
An ability to learn new software packages	Y	
Ability to use own judgement on when to take initiative and when to take advice	Y	
Other		
A flexible, good humoured approach	Y	