



## JOB DESCRIPTION

Post Title: Administrator  
Level/Salary: Band 4 (£19,409 - £22,683 per annum)  
Hours: 15 per week  
Location: Truro Health Park  
Responsible to: Operations Manager / GP Partners

### Post overview

To support the Operations Manager in achieving the Practice's financial performance, with particular responsibility for enhanced services, prescription and ad-hoc claims.

To work as part of the administrative team under the guidance of the Operations Manager; providing comprehensive administrative support to the Practice.

### Key responsibilities

The responsibilities may include any or all of the following. Duties may be varied from time to time under the direction of the Operations Manager, dependent on current and evolving Practice workload and staffing levels.

#### Enhanced services

- To ensure claims for Enhanced Services are made to NHS England, NHS Kernow and Cornwall Council in a timely manner
- Using the Practice's patient information system (SystemOne), compile reports and check data quality to ensure accuracy of claims made
- To complete forms and raise invoices within set deadlines, using Sage and Tradeshift.

#### Claims, reports and audits

Including:

- Long-acting reversible contraceptives (LARC) audit
- Ad-hoc claims as required
- Prescriptions - including running reports for vaccines; printing personally administered prescriptions (PPA) for B12, Prostag, Revaxis, Depo, Mirena, Instillagel, Xylocaine, minor surgery injections and stitches etc. and sending to NHS Prescriptions Services as required
- Physiotherapy – inputting and reporting on physiotherapy surveys e.g. knee scores, satisfaction surveys; undertaking the EQ5D5L calculator as required
- Near Patient Testing – auditing blood test results for patients with hospital prescribed drugs, reporting to GPs as necessary
- Undertake ad-hoc searches / reports as may be required

#### CQRS (Calculating Quality Reporting Service)

- Compile reports, check data quality and enter any discrepancies on CQRS to enable the Practice to accurately declare Achievement for Quality and Outcomes Framework (QOF), Direct Enhanced Services (DES) and Vaccination and Immunisation (V&I) programmes
- Register the Practice's participation in national enhanced services e.g. GP Workload Tool, National Diabetes Programme

#### Finance

- To receive, record and process all creditor invoices, using the Practice's email and accounts systems (Sage)
- Liaising with suppliers to answer queries, chase missing invoices / credits etc.
- Work with the Operations Manager to ensure all Practice bills are paid on time

### Patient Participation Group (PPG)

- Co-ordinate and attend the quarterly evening meetings
- Liaise with group members, developing the agenda and writing up minutes as required
- Action any items from meetings as necessary
- Compile surveys or reports as may be required

### IG Toolkit

- Liaise with the Operations Manager, HR Manager and the Practice's Caldicott Guardian regarding information governance
- Update the IG Toolkit on an annual basis

### Other duties may include:

- Inputting feedback forms for Trainee GPs (Registrars) as may be required
- Updating the Practice's website as necessary
- Processing comments from and updating the NHS Choices website as required
- Assisting with Online Services queries

### **General**

- To ensure the Practice's ongoing compliance with the CQC's (Care Quality Commission) essential standards of quality and safety.
- To take an active part in the appraisal process.
- To comply with all relevant Health and Safety regulations and assist the Practice in the implementation of its own Health and Safety Policy.
- To comply with and actively promote the Practice's Equality and Diversity Policy.
- To support sustainability practices and recognise the shared responsibility of carrying out duties in a resource efficient way.
- To undertake any other duties as appropriate.

General Practice is an ever-changing service and all staff are expected to participate constructively in Practice activities and to adopt a flexible approach to their work.

This job description will be reviewed annually during the appraisal process, and will be varied in the light of the business needs of the Practice.

The job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

## Person specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<p>Minimum of GCSE Grade C (or equivalent) in Maths and English.</p> <p>Recognised Administration qualification at Level 3 or above.</p> <p>ECDL</p>	
<b>Experience</b>	<p>Previous experience in an administrative/finance role</p> <p>Proven Windows experience (Word, Excel, PowerPoint).</p> <p>Knowledge of databases / software.</p>	<p>Previous experience in a similar role in a GP surgery</p> <p>Knowledge of medical databases / 'SystemOne' software.</p> <p>Knowledge of 'Sage' software</p> <p>Knowledge of medical terminology.</p>
<b>Skills and abilities</b>	<p>Good concentration and analytical skills, with an eye for detail.</p> <p>Ability to work quickly and accurately.</p> <p>Ability to work as part of a multi-disciplinary team.</p> <p>Excellent communication and inter-personal skills.</p> <p>Ability to prioritise and manage own workload.</p> <p>Good time management skills with the ability to work to deadlines.</p>	
<b>Disposition / Attitude / Motivation</b>	<p>Desire to achieve and maintain high standards.</p> <p>Able to cope with sensitive nature of work, with a patient and calm approach.</p> <p>Self motivating – able to work with minimal direction.</p> <p>Innovative and proactive.</p> <p>Show complete reliability in all matters and is honest and trustworthy.</p> <p>Possess a real desire to provide quality service to patients.</p>	
<b>Other</b>	<p>Willing to work flexible hours as necessary.</p> <p>Ability to provide cover during periods of annual leave and / or sickness absence.</p>	