



ST GEORGES SURGERY
62 Haslingden Road
Blackburn
BB2 3HS

Admin Support Officer Job Description

Job Title	Admin Support Officer
Line Manager	Practice Manager
Accountable to	Practice Manager
Hours per week	37.5
Job Summary	
To support the practice manager in the effective administration and management of the practice. The admin support officer will work under the direction of the practice manager, striving to enhance a number of key systems in both clinical and administrative areas. The admin support officer will support the practice manager in the smooth running of the practice and deputise for the practice manager and secretary in their absence.	

Mission Statement
St Georges Surgery aims to provide a safe and professional primary health care service to our patients whilst ensuring we always put the needs of our patients at the centre of everything we do as well as maintaining confidentiality at all times and continuing to develop our committed complement of staff through ongoing support and training.

Generic Responsibilities
All staff at St Georges Surgery have a duty to conform to the following: Equality, Diversity & Inclusion (ED&I) A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law. Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect. Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.



Safety, Health, Environment and Fire (SHEF)

This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Induction Training

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the practice manager.

Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses outside of working hours which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.



Service Delivery

Staff at St Georges Surgery must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct

At St Georges Surgery, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.

Leave

All personnel are entitled to take leave. The practice manager and office manager are to ensure all of their staff are afforded the opportunity to take a minimum of 20 days leave each year, and should be encouraged to take all of their leave entitlement.

Primary Responsibilities

The following are the core responsibilities of the Admin Support Officer to the practice manager. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels.

- a. Supporting the PM as required with projects, systems and procedures
- b. Undertaking tasks as directed by the PM in areas of change management and continuous improvement
- c. Providing key performance information as requested
- d. Supporting the PM in monitoring compliance with health and safety legislation, providing leadership and direction for staff
- e. Contributing to the development, implementation and embedding of an effective practice training programme for all staff
- f. Managing the surgery e-mail inbox
- g. In the absence of the secretary; type referral letters, process routine and 2 week wait referrals through e-Referral and any other secretarial duties
- h. Coordinating the practice diary, ensuring meetings are scheduled appropriately
- i. Coordinating internal and external meeting arrangements, preparing agendas and producing minutes for meetings such as PPG, MDT, Safeguarding and practice meetings
- j. Drafting of the patients survey
- k. Supporting the PM in the maintenance of the practice and NHS Choices website
- l. Working with Medicines Management ensuring performance targets are met and audits completed
- m. Review and monitor local QOEST enhanced service
- n. Manage QOF throughout the year ensuring the practice achievement is maintained/improved



- o. Ensuring Medico-Legal requests are logged, collated and responded to in line with GDPR
- p. Submitting monthly claims for enhanced services and vaccinations
- q. Supporting the PM with external assessments such as CQC
- r. Completing individual work flow tasks and managing the distributions of workflow lab reports
- s. Monitor and input child vaccination information on to Open Exeter each quarter
- t. Set up new staff members on EMIS, ICE etc
- u. Identifying and completing audits
- v. Completing and monitoring SEAs
- w. In conjunction with the PM, set and monitor performance targets, identifying areas for improvement to enhance patient services

Secondary Responsibilities

In addition to the primary responsibilities, the Admin Support Officer the PM may be requested to:

- a. Deputise for the PM in their absence
- b. Deputise for the secretary in their absence which includes typing referral letters, processing routine and 2 week wait referrals through e-Referral and any other secretary duties
- c. Act as the primary point of contact for NHS(E), CCG, community services, suppliers and other external stakeholders in the absence of the PM
- d. Assist with the recruitment of staff as requested by the PM
- e. Support the PM in the reviewing and updating of practice policies and procedures
- f. Manage asset registers as directed by the PM
- g. Support the PM with succession planning
- h. Coordinate all staff absences, maintaining an effective absence register
- i. Represent the practice locally as required
- j. Maintain a working knowledge of CCG initiatives