**Job Description – Administrator/Receptionist**

**Job Overview:** This role is dynamic and multifaceted, involving administrative support for clinical staff and the management of patient requests in various formats; face to face, telephone, and through clinical systems. It demands an individual who can maintain composure during busy periods, possesses excellent communication skills, IT proficiency, multitasking abilities and confidence in both independent and collaborative work within a supportive and flexible team environment.

**General Administration**

* To have a thorough knowledge of all Practice procedures and to work in accordance with written protocols, always adhering to patient confidentiality.
* Using the clinical computer system to manage patient information and book appointments
* Filing incoming correspondence into patient records and workflow accordingly
* Initiating contact with and responding to requests from patients, team members and external agencies
* Other related tasks as delegated

**Patient services**

* Welcoming and checking in patients into the surgery
* Acting in a courteous, respectful and helpful manner promoting the values of Puddletown Surgery, ensuring confidentiality is maintained
* Answer incoming phone calls and managing as appropriate
* Managing patient appointments, e-Consultations, and assigning tasks to the appropriate clinician
* Direct requests for information i.e. Subject Access Request, insurance/solicitor’s letters and DVLA forms to the administrative team, retrieving notes if applicable
* Providing additional information or signposting patients to other services
* Monitor and maintain the waiting areas ensuring that all information is up to date and relevant
* Maintain a clean, tidy, effective working area
* Open and close the surgery as directed by Practice protocol

**Patient records management**

* Registrations of new patients and temporary registrations in line with Practice protocols
* Update patient’s change of details in line with Practice protocols
* Scanning of patient related documentation into patient records
* Managing transfer of patient paper records
* Summarising new patient’s records

**Other tasks**

* Ensure building security – closing of doors and windows, use of alarm system
* Any other tasks allocated by the Practice Manager or Team Leader
* Manage all queries as necessary in an efficient manner
* Support colleagues, providing cover during staff absences, and help cover annual Flu clinics
* Ordering and monitoring of stationery supplies
* Any other administrative task delegated to the team by clinicians and health professionals
* Actively participate in the Practice Continuous Performance Management process
* Attending Practice meetings and training sessions as needed
* Complete mandatory training as directed