

## **Birtley Medical Group Job Description**

**1. POST TITLE:** Administration Assistant

**2. LOCATION:** Birtley Medical Centre

**3. ORGANISATIONAL RELATIONSHIPS:**

The post holder will be accountable to the Senior Administrator

**4. BACKGROUND:**

Birtley Medical Group is a busy medical practice with a practice population of approximately 16 000 patients. We provide modern health care facilities and focus on continually improving the health of our patients and residents of the community.

**5. DESCRIPTION OF ROLE:**

The post holder will be responsible for providing general financial and administrative support to the Senior Administrator

**6. DUTIES AND RESPONSIBILITIES SPECIFIC TO THIS POST:**

Listed below are the responsibilities this role will be primarily responsible for:

- 6.1 To provide general administrative support including but not limited to; filing, processing invoices, sending and receiving e-mails, letters, and telephone calls, typing up of minutes arranging meetings within the practice, preparing admin reports for GPs etc.
- 6.2 To provide IT support- providing general day to day support such as troubleshooting minor issues, changing toners, connecting printers etc. updating of Practice website and intranet
- 6.3 Carrying out room checks- using a checklist to ensure clinical rooms are up to standard
- 6.4 Ensure a professional approach to work is adopted at all times

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed.

**7. COMMON DUTIES AND RESPONSIBILITIES:**

**7.1 Health and Safety**

To ensure that the Health and Safety policy, organisation arrangements and procedures as they related to areas, activities and personnel under your control are understood, implemented and monitored.

## 7.2 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

## Person Specification – Administrative Assistant - Apprentice

	Essential	Desirable	Method of Assessment
Qualification	5 GCSEs (or equivalent) A* - C including English and Maths	Educated to AS/A level standard	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Selection Process</li> <li>• Pre-employment checks</li> </ul>
Experience	<p>Proven ability to work in a fast paced, challenging environment</p> <p>Working in an administrative role</p> <p>Proven ability to work independently with minimum supervision</p>		<ul style="list-style-type: none"> <li>• Application form</li> <li>• Selection Process</li> <li>• Pre-employment checks</li> </ul>
Skills/knowledge	<p>High level of written and oral skills</p> <p>High level of computer skills including word processing and spread sheet applications</p> <p>Good numeracy, accuracy and literacy skills.</p>	An ability to be pro-active in service development and improvement	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Selection Process</li> <li>• Pre-employment checks</li> </ul>
Personal Qualities	<p>A positive attitude, committed to excellent customer service</p> <p>Ability to meet deadlines</p> <p>Proven ability to work well under pressure</p> <p>A high regard for confidentiality</p> <p>Highly organised, with excellent attention to detail</p> <p><b>Must be able to multi-task under pressure</b></p>		<ul style="list-style-type: none"> <li>• Application form</li> <li>• Selection Process</li> <li>• Pre-employment checks</li> </ul>