



## Job Spec – Medical Administrator

# Medical Administrator

## Summary of the Role

The Medical Administrator is a key front-of-house and administrative team member, acting as a first point of contact for patients while supporting the smooth running of the practice.

## Responsibilities

- Work efficiently and collaboratively, maintaining high standards of professionalism, confidentiality, and patient care at all times.
- Treat patients, colleagues, and clinicians with courtesy, respect, and consideration.
- Follow established and documented practice procedures (“normal office procedures”) and seek guidance from senior staff where required.
- Report to senior administrative staff, the Practice Manager, and ultimately the GP partners.

## Start and End of Day

- Open and prepare the premises, ensuring all systems are operational and ready for patients.
- Secure the building at the end of the day and ensure appropriate telephone cover is in place.

## Reception Duties

- Greet and assist patients, managing queries in person and by telephone.
- Book appointments, manage recalls, and maintain an efficient appointments system.
- Handle urgent requests appropriately, escalating when necessary.
- Inform patients of standard charges for medical services.
- Process payments for private services, issue receipts, and balance cash.
- Maintain a tidy reception and waiting area.

## Administrative Duties

- Process incoming correspondence, including scanning and workflow allocation.
- Register new patients and update patient records and registration status.
- Handle requests for home visits and liaise with clinicians as required.

- Arrange external services (e.g. ambulance, district nurse) and record details accurately.
- Communicate test results and messages to patients in line with procedures.
- Retrieve, update, and file patient records accurately, ensuring they are well organised and maintained.
- Undertake basic clinical admin tasks (e.g. recording dipstick urine results) as required.

## Repeat Prescriptions

- Process repeat prescription requests in line with practice procedures.
- Refer queries or discrepancies to a GP and action authorised requests.
- Maintain an organised system for prescriptions awaiting collection.

## Consulting Rooms

- Prepare and restock consulting rooms before clinics and ensure they are left clean, tidy, and secure afterwards.
- Dispose of confidential waste appropriately.

## Additional Duties

- Support administrative and reporting tasks as required.
- Maintain and develop knowledge of practice systems.
- Participate in training and undertake additional reasonable duties when requested.

## Additional Information

The practice comprises eight GPs and eight administrative staff. It operates as a training practice with medical students. It is on the outskirts of town and there is free on-site parking.

New staff are appointed on a six-month probationary period, followed by a fixed-term contract subject to mutual agreement.

All staff are expected to provide cover for holidays and sickness where possible.

This role currently comprises 29 hours per week. The shifts we are looking to fill are as follows:

|           |                                  |
|-----------|----------------------------------|
| Monday    | 1pm – 6pm                        |
| Tuesday   | 8am – 1pm                        |
| Wednesday | 1pm – 6pm                        |
| Thursday  | 8am – 6pm (one hour for lunch)   |
| Friday    | 1pm – 6pm                        |
| Saturday  | 8am – 12pm (approx. 1 week in 3) |

Total: 29 hours per standard week, plus Saturdays

Please note that DBS checks will be required as you will be dealing with confidential patient data.