



RADYR MEDICAL CENTRE

Dr Helen Lawton · Dr Huw Thomas · Dr Jamie Boyce
Dr Laura Harrison · Dr Rebecca Wren · Dr Paul Carrucan

Job description General Office Manager / Admin Team Leader

Job Title: General Office Manager / Admin Team Leader
Department: GP Surgery
Full Time: 37.5
Band: A4C Band 4

Organisational Arrangements

Reporting to : Practice Manager
Responsible for Directly manages administration team, responsible for day to day work assigned to team.
To provide support to Practice Management Team

Duties and responsibilities

1. Organisational
Managing admin staff and rosters in line with the practice need, amending and revising as necessary to meet the changing demands of the service.
 - Ensure reception is adequately and safely covered, escalating any issues to the Practice Manager
 - Identify any issues arising from workplan which requires discussion with Practice Management Team.
 - Ensuring all patient attendance / outcomes are recorded electronically in a timely manner to ensure the activity is captured and income generated accurately.
 - Monitor, maintain and validate waiting times for appointments, test / procedures ensuring staff have clear instructions around deadlines and communication.
 - Manage the new patient registration process and ensure no delays in the process.
 - Ensure ordering of adequate stocks (clinical / office/ cleaning / consumables) in conjunction with Assistant Practice Manager and Nursing team when required.
 - In the absence of practice Manager / Assistant Practice Manager, be responsible for engagement of contractors for any urgent repairs needed.



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- Deputise as appropriate in the Practice Manager's absence; in particular ensure important email correspondence is disseminated / acted upon as necessary.
- Support Practice Management team in arranging clinical and team meetings.
- Work closely with the Practice Management Team to develop the existing administration procedures.
- Assist in the induction of new procedures and systems.
- Follow Radyr Medical Centre's Standard Operating Procedures
- Ensure the post holder and all staff they are responsible for, communicate with staff, patients, and relatives in a caring, understanding and courteous manner.
- Ensuring all patient correspondence meets practice standards.
- Oversee and complete clinic cancellations appropriately validating patients and pre-empting future scheduling issues.
- Take informal minutes as required at departmental meetings.

2. Human Resources Admin

- Line Manager to reception staff / admin team.
- Looking after the welfare of all admin / reception staff, promote teamwork, team building and cooperation.
- Involved in management and development of non-clinical practice staff.
- Maintain job descriptions and ensure staff understand their duties.
- Organise and undertake annual performance appraisals for admin staff (together with another member of the Practice Management Team as appropriate) and arrange appropriate training if needs identified at appraisal.
- Assist in the recruitment and selection of staff.
- Share responsibility for new administrative staff / secretarial / reception employees and participation in 3- and 6-month reviews for new employee.

3. Human Resources CLINICAL

Support Practice Management with coordinating the GP Registrar inductions (welcome packs/ IT / password).

Engagement of locum staff when required and maintenance of up-to-date locum pack.

Oversee surgery timetables, identify deficiencies, and ensure adequate cover.

Help coordinate medical student teaching with relevant partner.

4. GMC Contract - Access Standards, QAIF and Enhanced Services

- Be aware of national, local and practice quality standards for chronic disease management.
- Utilise clinical software to perform searches as required.
- To provide support to clinicians in identifying and targeting patients for assessment



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- and treatment
- To ensure clinical and non-clinical staff are aware of the importance of maintaining disease registers and assist in the validation process.
- Produce reports on progress in achieving targets.
- To provide support and training for current and new staff ensuring that data quality guidelines are understood and adhered to.
- Participation in audits is essential, front of house patient surveys or data collection around patient throughput or activity in a particular area will be an essential part of the role, highlight trends and proactive problem solving as required.
- Data quality, setting up systems to highlight errors and pathways to educate, communicate and avoid reoccurrence.

5. Claims

Work alongside Practice Management Team to analyse performance with respect to areas listed below, and ensure claiming protocols are followed.

- Enhanced Service (Local, Direct, National)
- QAIF
- Childhood immunisation
- Prescribing (Item of service fees)
- Access standards

6. General Corporate Duties

6.1 Risk Management

It is a standard element of the role and responsibility of all staff of the Trust, that they fulfil a proactive role towards the management of risk in all their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting all incidents, near misses and hazards.

6.2 Records Management / Data Protection

As an employee of the practice, you have a legal responsibility for all records (including patient health, financial, personal, and administrative) that you gather or use as part of your work with the practice. The records may be paper, electronic, microfiche, audio or video tapes, or X-ray images. You must consult your manager if you have doubt as to the correct management of the records with which you work.



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6.3 Confidentiality and Information Security

As an employee of Radyr Medical Centre you are required to uphold the confidentiality of all records held by the practice, whether patient records or practice information. This duty lasts indefinitely and will continue after you leave the practice employment. All employees must maintain confidentiality and abide by the Data Protection Act.

6.4 Data Quality

All staff are personally responsible for the quality of the data entered by themselves, or on their behalf, on the Practice's computerised systems or manual records (paper records) and must ensure that such data is entered accurately to NHS data standards, in a timely manner to ensure high standards of data quality in accordance with the Practice Data Quality and Clinical Records Keeping Policies.

6.5 Health and Safety

All employees of the Practice have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omission. Employees are required to co-operate with management to enable the Practice to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Practices undertaking.

6.6 Infection Prevention

As a member of the clinical team your personal contribution to reducing health associated infections (HCAI's) require you to be familiar with the Practices Infection Control SOP including the Hand Decontamination policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal sharps. You must be aware of your role in the decontamination of patient shared equipment and are required to attend mandatory training in Infection Prevention & Control and Support the Practice in achieving compliance with the Act 2006 (all measures known to be effective in reducing Health Care Acquired Infections).

6.7 Practice Policies

The practice operates a range of policies e.g. Human Resources, Clinical Practice (available on practice shred drive). All employees of Radyr Medical Centre must observe and adhere to the provisions outlined in these policies.

6.8 Equal Opportunities

The practice provides a range of services and employment opportunities for a



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diverse population. As an employee of the practice, you are expected to treat all patients / customers and work colleagues with dignity and respect irrespective of their background.

6.9 Safeguarding

All employees have a duty and responsibility to protect and safeguard children, young people, and vulnerable adults. They must therefore be aware of child and adult protection procedures t take appropriate and timely safeguarding action and reduce the risk of significant harm to adults and children from abuse or other type of exploitation.

7. Supplementary Information

7.1 Effort and environmental factors

Occasional exposure to verbal aggression

7.2 Physical effort

Combination of sitting, walking, and standing. Movement of case notes and stationary.

7.3 Mental effort

Concentration required when in-putting patient data. Frequent interruptions

7.4 Emotional effort

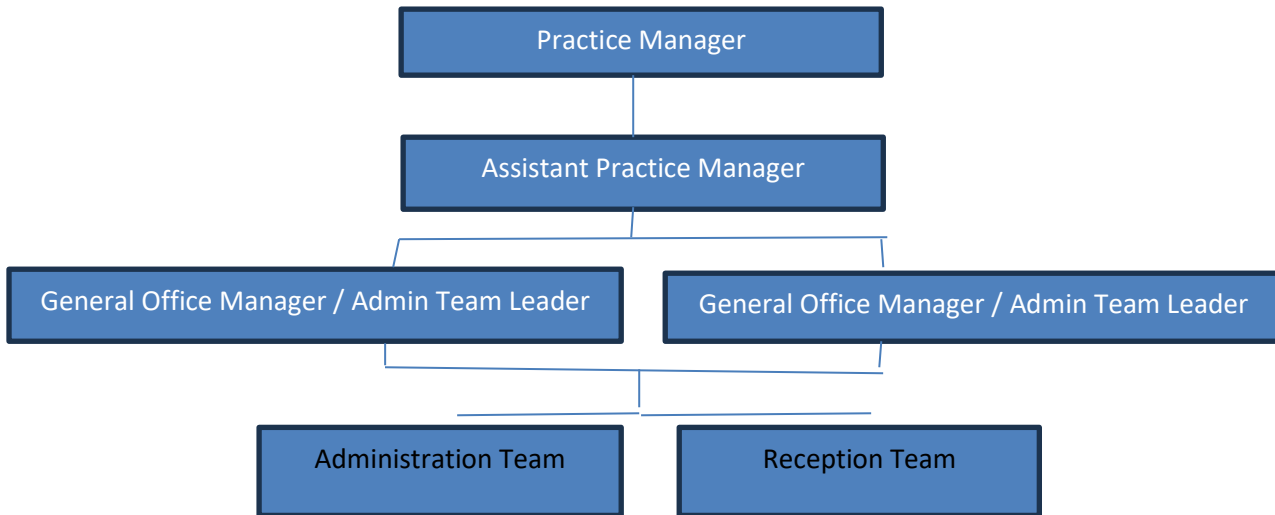
Occasionally contact with anxious or distressed patients and relatives



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8. Organisational Chart



9. Person Specification

Attributes	Essential	Desirable	Method of Assessment
Education / Qualifications	<ul style="list-style-type: none"> • General education to GCSE standard • BTEC or equivalent knowledge • Evidence of further development 	<ul style="list-style-type: none"> • ECDL • RSA 	<ul style="list-style-type: none"> • Certificates



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	<p>Dr Helen Lawton · Dr Huw Thomas · Dr Jamie Boye Dr Laura Harris · Dr Rebecca Wren · Dr Paul Carrigan</p> <ul style="list-style-type: none"> • Previous clerical experience • Experience of working as part of a team • Experience of working with organisational policies and procedures • Previous experience in access / demand management 	<ul style="list-style-type: none"> • Previous NHS experience • Previous secretarial / clerical (2 years) • Previous experience in RTT performance and wait list management 	<ul style="list-style-type: none"> • Application form • Interview • References
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Skills	<ul style="list-style-type: none"> • Good oral and written communication skills • Ability to prioritise. • Good organisational skills • People person • Keyboard skills 	<ul style="list-style-type: none"> • Advanced keyboard skills 	<ul style="list-style-type: none"> • Application form • References • Interview
Knowledge	<ul style="list-style-type: none"> • Knowledge of GMS Contract • Knowledge of a range of administrative duties • Good understanding of WG Healthier Wales Policy • Confidentiality • Information Governance • Clinical Governance • Health and Safety 	<ul style="list-style-type: none"> • Knowledge of a range of software packages 	<ul style="list-style-type: none"> • Application form • References • Interview
Aptitudes	<ul style="list-style-type: none"> • Conscientious and hard-working • Team player 	<ul style="list-style-type: none"> • Application form • References • Interview 	



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• Testful and diplomatic
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- Willingness to undertake training
- Flexible
- The ability to remain calm and professional under pressure
- Caring / professional manner