



Hanham Health

Job Description

Job Title: Administration Team Leader

Reports to: Operational Services Manager

Hours: 37.5 (Monday to Friday – varied hours)

Salary: £22-24,000 per annum, dependent on experience

Job Summary:

- Manage the general medical administration and medical summarization teams to ensure high performance, smooth running and productivity.
- Provide administrative support to the Practice Management Team.
- Line-manage the administrative team, including recruitment, completing performance appraisals, absence management, performance management, disciplinary and grievance-handling.
- Manage and deploy staff resources to ensure that deadlines and targets are met within agreed timescales.
- Ensure that all targets for the team are reached.
- Provide reports on performance to the Operational Services Manager as appropriate.

Job Responsibilities:

Staff management

- Supervise the repeat prescribing service.
- Supervise the scanning and summarising team.
- Supervise the patient recall system (QOF, chronic disease management, Flu immunisation clinics).
- Ensure adequate administrative staffing to maintain service levels.
- Provide induction training for new staff.
- Ensure Practice policies are followed and accurate records are kept with particular reference to: patient registration, repeat prescriptions, filing systems, births and deaths.
- Supervise the appropriate processing of safeguarding reports, discharge reports, patient registrations and address changes, out-of-hours reports.

Information

- Work with the management team to ensure internal communication systems are running.
- Act as a central source of information with regard to any aspect of the Practice's medical administration procedures.

- Ensure that all Data Protection requirements are adhered to.

Job Requirements

As a Team Leader your skills and qualifications will ideally include:

- Ability to manage staff
- Ability to set clear targets and specified standards of work and to appropriately performance manage staff who are not achieving
- Good verbal and written communication skills
- Excellent organisational skills
- Proven ability to make logical decisions
- Ability to manage change positively, effectively and efficiently
- Ability to deal with a wide range of people in a caring, courteous and professional manner
- Ability to work unsupervised and use initiative
- Ability to work well in a group, and chair team meetings
- Excellent working knowledge of EMIS Web, Microsoft Office (Excel, Word and Outlook)

What we will be looking for in you:

You will be an excellent communicator who is able to deal with people in a caring, courteous and professional manner. You will also be an initiative-taker with the time management, performance management and organisation skills needed to meet deadlines. Flexibility in approach, and the ability to adapt to changing circumstances, or unforeseen events, are also important qualities.

Additional Information

Benefits

In return we offer a competitive salary, NHS pension scheme, 26 days annual holiday allowance, training & development.