

JOB DESCRIPTION

Title: Management Administrator

Hours: 30 - 37.5 hours per week – flexible working available

Salary: Circa £23,000pa pro-rata, subject to skills and experience

Main Purpose of the Post:

The primary focus of the role is to provide administrative support to the Executive Manager and Management Team, with particular regard to premises and procurement matters, HR administration, policies and procedures and patient communication and engagement.

The post-holder will be involved in all aspects of the business as the Management Team require and so will need to be flexible, well-organised, able to manage competing deadline and capable of holding others to account. Some aspects of the role will involve handling confidential information sensitively and appropriately.

The role will work closely with all parts of the Practice and may be required to cover other roles from time to time depending on the needs of the business.

Duties & Responsibilities of the Post:

Main Duties:

- To lead on and coordinate all areas of building and equipment maintenance for Hanham Health premises, ensuring routine and reactive maintenance and repairs are carried out by liaising with staff and external contractors as required.
- To provide HR and recruitment administration and advice to Line Managers, including management of personnel records and associated systems. Co-ordination of all recruitment processes and correspondence. CIPD accreditation for this aspect of the role would be an advantage but training can be arranged.
- Liaise with Line Managers to co-ordinate and maintain Practice policies and protocols, ensuring these are accurate and up-to-date in order to meet operational needs and governance requirements.
- Administer patient feedback, complaints and other general enquiries not related to clinical care, logging and acknowledging these before co-ordinating replies with appropriate team member or Line Managers.
- Monitoring and ordering of supplies and equipment, tracking delivery and confirming payment.
- General administrative support to the Management Team.
- Further specific tasks, project support, or development work which may arise from time to time.

This job description is not intended to be exhaustive, but to indicate the main areas of responsibility. It may be changed after consultation with the post holder. The employee shares with the employer the responsibility for review and modification of duties. Suggestions and discussions are welcome.

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Person Specification:		
	<i>Essential</i>	<i>Desirable</i>
Skills	<ul style="list-style-type: none"> • Excellent Communication Skills (verbal & written) • Proficient in using MS Office suite • Ability to self-motivate, organise and prioritise workload to meet deadlines • Ability to use own judgment and common sense • Ability to work independently as well as part of a team • Emotionally intelligent – aware of the impact of emotions of self and others in work situations 	<ul style="list-style-type: none"> • Knowledge of health & safety at work
Experience	<ul style="list-style-type: none"> • Providing general administrative support to manager(s) or team(s) • Providing excellent customer service • Writing and updating formal company documents • Working accurately under pressure 	<ul style="list-style-type: none"> • Working in NHS/General Practice • HR administration / CIPD qualification • Facilities management and contract liaison • Procurement
Personality	<ul style="list-style-type: none"> • Reliable and trustworthy • Adaptable • Team Player • Common Sense • Methodical • Organised/Accuracy • Conscientious • Sense of Humour • Problem solving • Good judgement • Work independently 	
Other	<ul style="list-style-type: none"> • Good general level of education • Ability to handle sensitive information confidentially • Ability to self-motivate, organise and prioritise workload and meet deadlines • Ability to work independently as well as part of a team • Flexible approach and willingness to adjust to the needs of the practice • Full driving licence and access to a vehicle to enable travel between surgeries 	