



## **JOB DESCRIPTION**

Job Title	Management Team Administrator
Organisation	Castle Medical Group
Salary	Negotiable
Hours	25 hours per week

### **Job Purpose**

The Management Team Administrator will work as a flexible member of the team and report to the Business Manager or the Assistant Practice Manager in the Business Manager's absence.

The Management Team Administrator will work alongside the Business Manager and the Management Team to provide day to day administration support.

The post will suit an experienced, enthusiastic and self-motivated person with excellent administration skills. This is a varied role; you will need excellent verbal and written communication skills and meticulous attention to detail. An excellent working knowledge of Microsoft Office Applications is essential and SystmOne is desirable.

The position is suitable for someone who is able to work as part of a team but also using their own initiative, problem solve, be self-sufficient and manage their own workload effectively.

### **Key responsibilities**

- Meetings – you will be responsible for organising meetings, lunches, appraisals and interviews on behalf of the partners and management team, coordinating diaries, sending out invites, sending out relevant paperwork, collating agendas and supporting paperwork, taking minutes and maintaining action and risk logs (where required).
- Admin – you will support the management team with general admin tasks e.g. scanning, diary coordination, and collating information as required.

- Human Resources – you will support the management team with human resources admin e.g. populating staff contracts, sending out return to work paperwork, collating information to keep staff files up to date e.g. vaccination records, DBS, display screen equipment assessments, training certificates.
- Record Keeping – support the management team to keep up to date and accurate records which could include human resources and governance and that information is retained for the appropriate length of time as per the practices retention policy.
- Training – support the Business Manager and Assistant Practice Manager with the coordination of staff training whether this be internal or external. Look to see who needs to do mandatory training so leads or line managers can allocate the required time and coordinate mandated annual update training. For monthly All Staff Meetings collate presentations in advance of the meeting and share post meeting, collate attendance and capture any actions.
- Facilities – in the absence of the Facilities Lead, meet and greet any contractors who are visiting site to undertake any servicing or maintenance work and updating the Facilities Lead on outcomes or next steps following on from the visit.
- IT Tasks – you will support the Operations Lead with the reallocating of incoming tasks and processing patient online and NHS App requests that have been received into practice.
- Communications and Engagement – support the Ops team with adding and sharing information with staff through Teamnet, MS Teams and WhatsApp groups.
- This list is not exhaustive but intended as a guide and the post-holder will be expected to be flexible and undertake any additional tasks requested.

### **Personal Development**

Participate in any training programme implemented by the Practice as part of the role. Take responsibility for own development and maintaining a record of such. Training may need to be taken outside of normal practice hours and off site.

### **Confidentiality:**

In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately

In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice

as a business organisation. All such information from any source is to be regarded as strictly confidential

Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.