



JOB DESCRIPTION

Job Title: Admin. Team Lead

Department/Team/Service: OneMedicare

Line Manager: Business / Operations Manager

Hours: As per contract of employment

Job Purpose/Main responsibilities of role:

To support the Business/Operations Managers in the delivery of high-quality and sustainable General Practice services.

As Administration Team Lead (ATL) you will help to ensure the smooth running of the practice on a day-to-day basis. You will be responsible for making sure clinical rooms are available and allocated to the right clinician; you will manage the admin. rota to make sure the correct staff are on duty, whilst managing and/or escalating any substantive gaps in the roster.

You will also provide leadership to the non-Clinical team including Patient Navigators, Secretaries, Administrators and Chronic Disease Administrators. This will include, return to works, induction training and on-boarding support.

As ATL you will be responsible for a range of Surgery administrative duties, you will also be supported by the Business/Operational Managers, and support centre functions such as HR and Resourcing.



1. Operational/ Main Responsibilities

- To provide day to day support to the non-clinical team, acting as the first point of contact for any queries
- To provide Locums with a locum pack and introduction to the service.
- To ensure all employees and locums have the right level of IT access to all systems including clinical and non-clinical systems
- Raise POs for all orders. Ensure that these are signed off prior to ordering goods and that internal process is followed
- Manage and maintain the stationary for the service.
- To provide support, advice and guidance to the reception/ admin team
- To be a senior support on site, to resolve any queries relating to non-clinical tasks/ activities
- Will be the first point of contact for patient complaints or compliments and will log these appropriately
- To manage and complete other specified surgery administration
- To undertake any other reasonable request as instructed by the Business/Operational Managers or other senior colleague

2. Strategic

- To support the Business/Operational Managers on business development for the service
- To support the marketing of the practice within the local community

3. Leadership

- To provide expert guidance and support to all the non-clinical team
- To support the Business/Operational Managers where appropriate with appraisals and other reviews, such as 1-2-1's
- To provide expert advice and guidance to the non-clinical team
- To support the Business/Operational Managers with inductions for new non-clinical employees in to the service
- To Manage the non-clinical team, including Patient Navigators and Administrators
- To maintain sickness records for all staff within the surgery and to raise any concerns about absence levels with the Business/Operational Managers
- To sign off annual leave, ensuring that there is adequate cover for the service
- To work with the Business/Operational Managers to put in place Training and Development for the team dependent on the needs of the individual and service
- To plan and manage the induction of new administrative colleagues into the service through training and coaching



4. Knowledge, Training and Experience

- To have extensive experience within general practice
- Have an understanding of General Practice ways of working and external impacts on the service
- To be able to manage senior administrative tasks that arise, including admin related to the workforce
- Previous Team Leader/ supervisory experience

Note

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but it is a guide, for information, to the job. It will be periodically reviewed in the light of developing work requirements in the role. The post holder will participate in the review.