



Job Description Support Pack – Admin Team

GPS Healthcare

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Qualifications Required

	Admin Qualifications Level 1	Admin Qualifications Level 2 (Desirable for previous Level)	Admin Qualifications Level 3 (Desirable for previous Level)	Admin Qualifications Level 4 (Desirable for previous Level)
	<ul style="list-style-type: none"> GCSE Grade A-C Maths and English (or equivalent) 	As Level 1 <u>Medical Secretary only;</u> <ul style="list-style-type: none"> Typing skills – RSA or Equivalent Secretarial Qualification 	In addition to Level 2 <ul style="list-style-type: none"> Customer Service / Administration qualification 	Specialist Qualifications as appropriate to role

Skills Required - Administration

	Admin Essential Skills Level 1	Admin Essential Skills Level 2 (Desirable for previous Level)	Admin Essential Skills Level 3 (Desirable for previous Level)	Admin Essential Skills Level 4 (Desirable for previous Level)
IT Literacy, utilising and applying Information	<ul style="list-style-type: none"> • Beginners level Word and Excel or equivalent • Ability to train and utilise new IT Systems • Accurate and timely data entry skills • Understand Data Protection 	In addition to Level 1 <ul style="list-style-type: none"> • Intermediate Microsoft or equivalent • Create and maintain Reports <u>Medical Secretary only</u> • Copy and Audio Typing <u>Clinical Administrator Only</u> Summarising, read coding, Scanning, Links, Reports, Insurance QOF knowledge	In addition to Level 2 <ul style="list-style-type: none"> • To interpret and utilise data for the benefit of the business <u>Clinical Administrator Only</u> • Technical understanding of QOF, Read Coding, Summarising, Enhanced Services 	Specialist skills specific to the role
Patient Service / Communication	<ul style="list-style-type: none"> • Clear, polite and professional manner on the telephone and face to face • Correspondence / letter writing 	In addition to Level 1 <ul style="list-style-type: none"> • Ability to communicate at all levels • Ability to listen, clarify, identify solutions and agree actions on the telephone and face to face 	In addition to Level 2 <ul style="list-style-type: none"> • Ability to manage difficult situations, using a professional, empathetic and consistent approach • Identify opportunities for improvements in customer service skills and delivery 	Specialist skills specific to the role
Team Working	<ul style="list-style-type: none"> • To work as a polite and supportive team member. • Helping to implement initiatives 	In addition to Level 1 <ul style="list-style-type: none"> • Ability to work to and achieve targets • Build relationships external service teams 	In addition to Level 2 <ul style="list-style-type: none"> • To understand the dynamics of different team environments and how to work within them effectively 	Specialist skills specific to the role
Focus and Efficiency	<ul style="list-style-type: none"> • Ability to manage and prioritise workloads, • Ensure achievement of deadlines 	In addition to Level 1 <ul style="list-style-type: none"> • Identify and progress forward with efficiencies 	In addition to Level 2 <ul style="list-style-type: none"> • To maximise efficiencies 	Specialist skills specific to the role
Initiative	<ul style="list-style-type: none"> • Work under own initiative when appropriate • Identify opportunities for improvement 	In addition to Level 1 <ul style="list-style-type: none"> • Identify quality and development opportunities 	In additional to Level 2 <ul style="list-style-type: none"> • Implement quality and development t opportunities 	Specialist skills specific to the role
Respect and Confidentiality	<ul style="list-style-type: none"> • Respect patients confidentiality at all times • Respect the differing views and needs of patients and colleagues 	In addition to Level 1 <ul style="list-style-type: none"> • Understand equality diversity and how it affects this position 	In addition to Level 2 <ul style="list-style-type: none"> • To enable and ensure high levels of respect and confidentiality • To support others to understand and apply where appropriate 	Specialist skills specific to the role

Experience Required - Administration

	Admin Experience required Level 1	Admin Experience required Level 2 (Desirable for previous level)	Admin Experience required Level 3 (Desirable for previous Level)	Admin Experience required Level 4 (Desirable for previous Level)
Work Experience	<ul style="list-style-type: none"> • Reception / Administration experience • Working within a busy environment 	In addition to Level 1 <ul style="list-style-type: none"> • Reception / Administration / Clinical Administration experience • Working with the general public • Some knowledge of the NHS and clinical procedures • Dealing with confidentiality <u>Medical Secretary only</u> <ul style="list-style-type: none"> • Secretarial experience <u>Clinical Administrator Only</u> <ul style="list-style-type: none"> • Summarising, read coding, QOF Scanning, Links, Reports, Insurance 	In addition to Level 2 <ul style="list-style-type: none"> • Reception / Administration / Clinical Administration experience • Good working knowledge of NHS and clinical procedures <u>Clinical Administrator Only</u> Technical deployment of QOF, Read Coding, Summarising, Enhanced Services	Specialist experience specific to the role
IT and Administration	<ul style="list-style-type: none"> • Applying accurate data entry • Proven experience in using data entry tools / IT systems 	In addition to Level 1 <ul style="list-style-type: none"> • To create and maintain records and reports 	In addition to Level 2 <ul style="list-style-type: none"> • To interpret and utilise data for the benefit of the business 	Specialist experience specific to the role
Communication	<ul style="list-style-type: none"> • Proven customer service skills • Answering telephone enquiries / making outbound calls • Correspondence / letter writing 	In addition to Level 1 <ul style="list-style-type: none"> • Maintaining relationships with a wide range of clients • Understand client requirements and translate into successful outcomes 	In addition to Level 2 <ul style="list-style-type: none"> • To identify and develop relationships with stakeholders • Effectively facilitate the resolution of enquiries and complaints 	Specialist experience specific to the role
Team working	<ul style="list-style-type: none"> • Worked as part of a team 	In addition to Level 1 <ul style="list-style-type: none"> • Experience of working towards goals or targets 	In addition to Level 2 <ul style="list-style-type: none"> • Achieving team, organisational and individual goals 	Specialist experience specific to the role
Delivery and implementation	<ul style="list-style-type: none"> • Ability to understand the purpose and goals of the task in hand. • Ability to ensure accuracy of activity by monitoring own standards and asking for appropriate support 	In addition to Level 1 <ul style="list-style-type: none"> • Ability to identify and progress forward with efficiencies • To work under own initiative when appropriate • Helped to implement initiatives 	In addition to Level 2 <ul style="list-style-type: none"> • Achieving team, organizational and individual goals • Proactive in the pursuit of business objectives & development • Implement change 	Specialist experience specific to the role
Organisational skills	<ul style="list-style-type: none"> • Ability to manage own workloads, understanding own priorities and sourcing help to achieve them whenever appropriate 	In addition to Level 1 <ul style="list-style-type: none"> • Excellent organisational skills • Co-ordinating Rota's / Diaries / Workloads 	In addition to Level 2 <ul style="list-style-type: none"> • Plan and work towards deadlines and targets 	Specialist experience specific to the role
Leadership	NA	NA	In addition to Level 2 <ul style="list-style-type: none"> • Some knowledge of HR protocols • Demonstrable Leadership skills 	Specialist experience specific to the role