

Moss Valley Medical Practice

Gosber Road, Eckington, Sheffield, S21 4BZ
01246 439101

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www.thevalleysmedicalpartnership.nhs.uk

Gosforth Valley Medical Practice

Gorsey Brigg, Dronfield, Derbyshire, S18 8UE
01246 419040

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Person Specification

Job Title: Practice Administration Assistant
Hours: 24 hours per week
Reporting to: Practice Administration Team Leader/
 Assistant Practice Manager
Primary Location: Moss Valley Medical Practice

Job Summary	<p>To work as part of the Primary Health Care Team under the direction of the Assistant Practice Manager in providing an administrative support service to the practice population.</p> <p>The Practice Administration Assistant takes an active role in providing administrative support services to the patients and clinical team at the practice, including:</p> <ul style="list-style-type: none"> • The surgery premises are appropriately stewarded and kept tidy. • Administering of the appointments system. • Enquiries from patients are efficiently and courteously handled. • The secretarial duties of the Practice, both paper and computer-based, are undertaken efficiently and promptly. • Effective communication with all Primary Healthcare Team members. • Holiday and sickness cover for absent Colleagues.
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Skills and Knowledge	Essential	Desirable
Good keyboard skills.	Yes	
Able to communicate effectively (written & verbal) at all levels.	Yes	
Ability to multi task and prioritise workloads.	Yes	
Able to remain calm under pressure	Yes	
Being assertive whilst appropriately empathetic	Yes	
Tact and diplomacy	Yes	
Work independently and as part of a team	Yes	
Self-confident	Yes	
Ability to maintain confidentiality	Yes	
Ability to recognise personal limits of competence	Yes	
Solid computer skills to include Microsoft Office packages.		Yes
A basic understanding of General Practice		Yes

Qualifications and Registrations	Essential	Desirable
A good standard of education is required, preferably to GCSE or higher level. Minimum grade C/level 4 in Maths & English language.	Yes	
Additional administrative qualifications.		Yes
Experience	Essential	Desirable
Experience in a customer-facing environment or care setting.	Yes	
Previous experience of working within the NHS.		Yes
Previous experience of working within general practice.		Yes
Other	Essential	Desirable
Ability to maintain a strict code of confidentiality at all times	Yes	
Reliable	Yes	
Positive attitude	Yes	
Resilient	Yes	
Interest in the work	Yes	
Good sense of humour	Yes	
Willing to comply with dress code/uniform requirements	Yes	
Car driver with full use of car		Yes
Able to work flexible hours		Yes