

Job Title:	Administrator
Department/Location:	Highlands Surgery
Reports to/supervised by:	Practice Support Manager
Main Purpose of the Job (Job Summary): • Manage and triage patient medical and administrative requests submitted via Anima. Ensure patients receive safe, timely and appropriate care through accurate triage, allocation and communication. • Review digital requests, follow triage pathways, allocate clinical work, resolve administrative queries, contact patients and book appointments. • Maintain high standards of digital workflow using Anima, SystmOne and practice protocols.	
Key tasks and responsibilities (Job Content): Review and triage Anima requests in line with practice protocols and clinical safety requirements. • Prioritise requests based on urgency, complexity and risk indicators. • Assign clinical requests to appropriate clinicians or teams. • Resolve administrative requests directly where appropriate. • Ensure all digital requests are completed within agreed timeframes. • Maintain accurate digital records and ensure safe closure of requests. Patient Communication • Contact patients via telephone, SMS or email to gather information, provide updates, issue instructions or book appointments. • Communicate clearly, professionally and with empathy, including in sensitive or challenging situations. • Support patients in understanding how to access services digitally and traditionally. Appointment Coordination • Book appointments in line with triage outcomes, clinical protocols and practice capacity. • Ensure urgent and same-day requests are managed safely and appropriately. • Record appointment outcomes accurately on SystmOne. Clinical Task Management • Action clinical tasks generated through Anima or SystmOne. • Follow up on clinician instructions, ensuring timely completion and accurate documentation. • Escalate concerns or delays to the Reception Manager or clinical team. General Surgery Administration • Complete administrative duties including scanning, coding, processing letters, forms and specimens. • Maintain accurate patient records in line with practice procedures and information governance requirements. • Support prescription queries, registration processes and other routine admin tasks. Reception & Team Support • Assist reception colleagues with front desk duties when required. • Help maintain smooth workflows and consistent standards across the reception team. • Contribute to a positive, supportive working environment.	

Digital Systems & IT

- Use digital systems confidently including Anima, SystmOne, MS Teams, NHS mail and internal communication platforms.
- Identify issues or inefficiencies in digital workflows and escalate appropriately.
- Support patients and staff in navigating digital tools where needed.

Performance standards/targets/objectives/KPI's –

- All Anima requests triaged and actioned within agreed practice timeframes.
- All clinical requests allocated accurately and safely to the correct clinician or team.
- Administrative requests resolved promptly and documented appropriately.
- All patient communications (calls/SMS/emails) completed professionally and recorded accurately.
- Appointment booking completed in line with triage outcomes and clinical protocols.
- All clinical tasks actioned within required timeframes and escalated where delays occur.
- Digital records updated accurately on Anima and SystmOne, ensuring safe closure of requests.
- Scanning, coding and administrative processing completed within 48 hours of receipt.
- All workflow tasks viewed daily and outstanding actions communicated to relevant staff.
- Digital issues or inefficiencies identified and escalated promptly.
- All new digital processes documented, protocols created and uploaded to TeamNet.
- Mandatory training and digital competency requirements maintained and kept up to date.

Skills/core competencies/experience/abilities/behaviours necessary for job

- To take responsibility for own developmental learning
- To assess own performance and take accountability for own actions
- The ability to use own judgement, resourcefulness, and common sense
- The ability to embed policies and procedures
- Always maintain confidentiality
- The ability to work well as part of a team

Job Holder: [Name/signature/date]

Approved by: [Name/Title]

Carrie Reid – Practice Support Manager