**Job Title: Practice Admin Support Lead Job Descriptions**

**Location:** The Knares Medical Practice
**Hours:** 32.5 hours/week (Monday–Friday, 08:00–15:00 with 30-minute break)
**Responsible to:** Practice Manager / Partners
**Responsible for:** Reception and admin support (non-clinical operations)

**Job Summary**

The Practice Support Lead ensures the smooth daily running of a busy GP practice serving approximately 8,000 patients. This hands-on role focuses on supporting front-desk operations, room readiness, staff supervision, stock control, facilities, and ensuring compliance with essential operational and HR standards.

As the first point of contact for staff each morning, you will coordinate and troubleshoot day-to-day operational issues, manage workflows and rotas, and ensure the physical environment and administrative systems support safe, effective patient care.

**Key Responsibilities**

**🛠 Daily Operations**

* Open and inspect the building and clinical rooms to ensure readiness for the day
* Oversee the setup and tidiness of consulting rooms and communal areas
* Maintain clear and accurate signage, poster displays, and waiting area materials
* Address urgent building issues and liaise with external contractors as needed
* Monitor office and clinical stock levels and coordinate ordering and deliveries

**👥 Team Support & Supervision**

* Line-manage and support the reception and admin team in daily workflow
* Provide guidance, assistance, and cover for phones, scanning, or reception when needed
* Conduct on-site induction for new clinical and administrative staff:
	+ Orientation to fire exits, staff areas, basic protocols, and building layout
	+ Introduce administrative systems and highlight support contacts

**📅 Rota & Workflow Coordination**

* Maintain and adjust weekly reception/admin rotas in collaboration with Practice Manager
* Anticipate staffing gaps and assist in arranging internal cover or temporary staff
* Ensure cover for sickness, leave, and busy periods through active planning

**✅ Compliance & HR Support**

* Monitor compliance with day-to-day **CQC**, **Infection Control**, and **Information Governance** standards
* Support basic **HR compliance**, including:
	+ Ensuring required training and documentation (e.g. DBS, immunisation records) are up to date
	+ Supporting staff file maintenance and onboarding processes

**🧰 Stock, Equipment & IT**

* Manage inventories and stock levels for clinical and admin supplies
* Ensure all consulting rooms are stocked, clean, and presentable
* Troubleshoot minor IT, phone, or equipment issues, escalating as needed

**🤝 Stakeholder Liaison**

* Serve as a day-to-day contact for cleaners, IT support, building maintenance, and suppliers
* Ensure timely coordination of deliveries, waste disposal, and minor repairs

**Person Specification**

| **Essential** | **Desirable** |
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| Experience in administration | Experience in primary care/general practice operations |
| Excellent communication and organisational skills | Familiarity with SystmOne or EMIS |
| Ability to supervise and support a small team | Understanding of CQC and IG requirements |
| Confident using MS Office and handling minor IT issues | Exposure to HR processes or staff onboarding |