**Job description**

**Job responsibilities**

The role involves managing administrative functions, assisting with finance and HR, and supporting the implementation of NHS policies and procedures.

**Key Responsibilities:**

**1. Practice Operations & Administration**

* Support the **Practice Manager** in the daily management of the surgery.
* Ensure smooth running of reception, patient appointments, and administrative tasks.
* Rota's- complete Rota's for the reception team and for the clinical team.
* Maintain an efficient **appointment system**, reducing waiting times and improving access to care.
* Oversee medical records management, ensuring compliance with **GDPR** and **NHS Digital** guidelines.
* Act as a point of contact for operational queries from staff and external stakeholders.

**2. Patient Services & Experience**

* Ensure high standards of **patient care, accessibility, and confidentiality**.
* Address patient feedback and complaints in line with NHS procedures.
* Support **Patient Participation Groups (PPGs)** and other engagement activities.
* Work with the team to improve the scores and patient satisfaction of**Friends & Family Test (FFT)**.

**3. HR & Staff Management**

* Assist in the **recruitment, induction, and training** of administrative and support staff.
* Provide **day-to-day supervision** of reception and admin teams.
* Support staff appraisals, manage rotas, and oversee absence management.
* Ensure staff adhere to NHS policies, **infection control**, and **health & safety** regulations.

**4. Finance & Resource Management**

* Assist with payroll, invoice processing, and financial reporting.
* Monitor budgets, expenses, and procurement of supplies.
* Ensure proper management of **enhanced services** and funding claims.

**5. Compliance & Governance**

* Ensure practice adherence to **CQC (Care Quality Commission) standards** and prepare for inspections.
* Monitor compliance with **NHS policies, safeguarding protocols, and infection prevention**.
* Maintain up-to-date **Standard Operating Procedures (SOPs)** and policies.
* Assist with data protection and confidentiality requirements under **GDPR** and **Caldicott Principles**.

This list is not exhaustive, and you may be required to perform other duties outside of your role as the practice needs.