

CULLODEN MEDICAL PRACTICE

VACANCY - ADMINISTRATOR

PART-TIME – 25 HOURS/WEEK

Salary - Starting at £12.71/hour

About Us

We are a busy and friendly GP practice based in modern, purpose-built premises on the outskirts of Inverness, working under a General Medical Services contract with NHS Highland. Our team includes GPs, Practice Nurses, Healthcare Assistants, and a dedicated administrative team.

The Role

We are seeking an organised and adaptable administrator to support our patients and clinical team. You will provide efficient, professional, and patient-focused administrative support within a fast-paced environment.

Key Responsibilities and Skills

- Work weekday shifts between 07:45 and 18:00 (no weekends)
- Respond to patient enquiries clearly and efficiently
- Communicate effectively with patients and colleagues
- Adapt to changing priorities and new systems
- Maintain accuracy and attention to detail
- Handle sensitive information with strict confidentiality
- Manage a varied workload and multitask effectively

Essential Criteria

- Standard grade (or equivalent) in English and Maths
- Good IT and keyboard skills
- Excellent communication skills
- Strong attention to detail

What We Offer

- 35 days annual leave (including public holidays)
- NHS pension scheme
- Uniform provided
- Blue Light Card access
- Free on-site parking
- Secure bike storage
- Easily accessible location on main bus route

Informal enquiries welcomed - please contact Julie MacDonald, Office Supervisor, on 01463 793777.

To apply, please send your CV with a letter in support of your application telling us your personal qualities and experience to show how they match those needed for this job to Mrs Beth Colliar, Business Manager, Culloden Medical Practice, Keppoch Road, Culloden, Inverness, IV2 7LL or email nhsh.gp55766-clinical@nhs.scot

We reserve the right to close this vacancy early if we receive sufficient applications for the role, therefore, if you are interested, please submit your application as early as possible.

JOB DESCRIPTION

Role Details	
Job Title	Administrator
Hours per week	25 flexible between the hours of 0745-1800 to suit business needs
Reports to	Office Supervisor/Business Manager
Primary Location/ Base	Keppoch Road, Culloden, Inverness, IV2 7LL

Job Summary

Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.

Job Responsibilities

RECEPTION

- Ensure an effective and efficient reception service is provided to patients and any other visitors to the Practice;
- Processing telephone requests for appointments, telephone consultations and ensuring callers are directed to the appropriate healthcare professional;
- Register new patients, temporary residents and any requiring immediate and necessary treatment, carefully checking all details for accuracy and enter on computer registration link;
- Taking messages and passing on information ensuring accuracy of detail and prompt appropriate delivery;
- Initiating contact with and responding to requests from patients, other team members and associated healthcare agencies and providers;
- Advise patients of relevant charges for private services, accept payment and issue receipts for same.

GENERAL ADMINISTRATION

- Opening up/locking up of practice premises and maintaining security in accordance with Practice protocols;
- Processing and distributing incoming and outgoing mail;
- Filing and retrieving paperwork;
- Computer data entry/data allocation and collation;
- Processing and recording information in accordance with Practice procedures;
- Providing clerical assistance to practice staff as required, including word/data processing, filing, photocopying, and scanning;
- Monitoring of stationery and other supplies;
- Keeping the reception/admin areas, notice boards, leaflets etc. tidy and presentable;
- Cover sickness/annual leave and work reasonable overtime when required;
- Perform any other relevant and reasonable duties that may be requested by the Office Supervisor, Business Manager or the Partners;
- Undertake statutory and mandatory training as required.

APPOINTMENT SYSTEM MANAGEMENT/

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- Book/edit/cancel appointments and recalls ensuring sufficient information is recorded;
- Monitor effectiveness of the system and report any problems or variations required;
- Deal with home visit requests, carefully noting all details;
- Process all Did Not Attend (DNA) letters in accordance with current policy.

MEDICAL RECORDS MANAGEMENT

- Ensure correspondence, reports, results, etc, are filed in correct record;
- Enter patient information on to the computer as required, including read coding;
- Processing repeat prescriptions in accordance with practice guidelines;
- Handing completed repeat prescriptions to patient and checking names and address.

Other Job Responsibilities

CONFIDENTIALITY

- Maintain confidentiality of information, acting within the terms of the Data Protection Act and Caldicott guidance on patient confidentiality at all times.
- Maintain an awareness of the Freedom of Information Act.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

HEALTH & SAFETY

- The post-holder will manage their own and others' health & safety and infection control as defined in the Practice's Health & Safety Policy, the Practice Health & Safety Manual, and the Practice's Infection Control Policy and published procedures.
- Comply with Practice health & safety policies by following agreed safe working procedures
- Actively report health & safety hazards and infection hazards immediately
- Keeping work and general areas clean and tidy, and using appropriate infection control procedures to keep work areas hygienic and safe from contamination.
- Undertaking periodic infection control training (minimum annually)
- Awareness and compliance with national standards of infection control, hygiene, regulatory / contractual / professional requirements, and good practice guidelines.
- Correct personal use of Personal Protective Equipment (PPE) and ensuring correct use of PPE by others, advising on appropriate circumstances for use by clinicians, staff and patients.
- Reporting incidents using the organisations Incident Reporting System
- Using personal security systems within the workplace according to Practice guidelines
- Making effective use of training to update knowledge and skills

EQUALITY AND DIVERSITY

- The post-holder will support, promote and maintain the Practice's Equality & Diversity Policy.
- No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.
- The jobholder must comply with all policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

OTHER DELEGATED DUTIES/

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This job description is not intended to be exhaustive - it may be changed after consultation with the post holder. The employee shares with the employer the responsibility for review and modification of duties.

PERSON SPECIFICATION – Administrator

Qualifications	Essential	Desirable
Good standard of general education	✓	
GCSE/NAT5 Mathematics C or above	✓	
GCSE/NAT5 English C or above	✓	

Experience	Essential	Desirable
Working with the general public		✓
Working within a health care setting		✓

Skills	Essential	Desirable
Excellent communication – written and oral	✓	
IT	✓	
Clear, polite telephone manner	✓	
Time management and the ability to work to deadlines	✓	
Problem solving	✓	
Interpersonal	✓	

Behaviours	Essential	Desirable
Smart, polite and confident	✓	
Planning and organising	✓	
Performing under pressure	✓	
Adaptability	✓	
Using initiative	✓	
Team working	✓	
Self-motivated	✓	
Flexibility	✓	
Confidentiality	✓	

Knowledge	Essential	Desirable
Vision clinical system		✓
DOCMAN system		✓