

# Office Administrator

***Closing date: 31st August 2025***

**Three Chequers Medical Practice is looking for an organised, methodical and highly motivated individual to join our team.**

Hours: Full-Time

Location: Salisbury City Centre

Salary: Based on experience

This is an exciting new post that will enable the successful candidate the opportunity to harness their organisational and administrative skills whilst working with clinical and non-clinical staff to deliver excellent patient care. The Office Administrator should be able to turn their hand to new processes and be willing to learn new skills in order to support with setting up new projects. The post holder should feel comfortable working in an administrative environment and have strong IT skills with a good knowledge of the Microsoft Suite. The post holder will work closely with the Practice Management to deliver essential patient services whilst ensuring excellent patient data management and accurate record keeping.

## **Responsibilities:**

- Handle emails, calls and correspondence with professionalism
- Coordinate meetings, prepare relevant information and provide detailed and accurate minutes from the meeting
- Assist with errands and confidential tasks
- Maintain filing systems and ensure information stays up to date
- Assist the Practice Manager with administrative tasks and healthcare project

## **Requirements:**

- Exceptional organisational skills and attention to detail
- Tech-savvy with a proficiency in Microsoft Office and calendar tools
- A team player who can use their initiative to prioritise their workload and work to agreed timescales
- Flexible and adaptable in their approach
- Excellent communication and interpersonal skills with dealing with colleagues and patients
- Discretion, reliability and professionalism
- Full clean driving licence

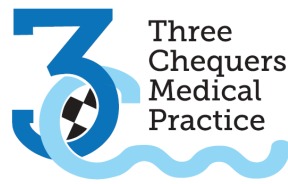
## **Why join us?**

- A collaborative, respectful working environment
- Opportunities for career development and progression
- Job variety – no two days are the same
- Access to the NHS pension scheme and exclusive access our comprehensive Employee Assistance Programme (EAP)
- Detailed induction and training programme
- 5 weeks holiday a year plus bank holidays on a pro rata basis

## **How to apply:**

Complete the application form that can be found on our website and return to the email address found on the application form or return by hand or post to any of our surgeries. For more information about these positions please visit our website [www.3chequers.co.uk/staff-vacancies](http://www.3chequers.co.uk/staff-vacancies) or collect an application form from the Practice.

We look forward to receiving your application.



Three Chequers Medical Practice was formed in 2017 as the result of a merger of three Salisbury GP Surgeries: Endless Street, St Anns Street & Three Swans Surgery.

Of our four sites, Endless Street and Three Swans are located within Salisbury. The villages of Porton and Winterslow host our branch sites and are on the outskirts of the city. Our Endless Street surgery is a listed building and therefore not suitable for renovation. However, the search for a suitable space to build a new central surgery is ongoing.

We provide a high level of care to our 24,000 patients from four sites within Salisbury and the surrounding area.

We pride ourselves on being a friendly and supportive team with a reputation for excellence. We value enthusiasm as well as experience and welcome applications from both experienced applicants and passionate self-starters. The Practice team is made up of 8 Partners, and 10 salaried doctors supported by a comprehensive team of allied health professionals including a full complement of nursing, clerical and administrative staff. We are a training, teaching and active research practice which has received the only Outstanding CQC results in Salisbury.

Three Chequers is a paperless practice and we have established links to the local hospital for laboratory and radiology test results. A willingness and ability to get to grips with a new software system quickly, is essential.

The good name of the practice depends upon the achievement of a high standard of care in our work, and maintaining confidentiality and honesty in the conduct of that work. It is vital that at all times we ensure that we conduct our work in accordance with the highest standards. We are proud of our Practice and want people to join our team who are of the same philosophy.

Reception teams at all the sites are the face of the Practice and as such are required to present a professional and caring manner at all times. The Receptionists work on administrative tasks when required, but their usual role is to manage surgery sessions, make appointments appropriately, contact secondary care and manage prescription requests for patients. We also employ dedicated administration staff who provide the GPs with the secretarial and clerical support necessary to run an efficient modern practice.

Our dispensing team works at our Endless Street, Porton & Old Sarum and Winterslow sites. The Practice dispenses to approximately 5,300 patients living in Salisbury and the surrounding area. The dispensers provide acute and repeat medications to those patients who are eligible for dispensing services. They are a professional and well-trained group who provide invaluable services.

More information about the practices can be found at [www.3chequers.co.uk](http://www.3chequers.co.uk)

# Job Description

**Job Title:**

Office Administrator

**Reporting to:**

Practice Manager

**Job Summary:**

The post-holder will work closely with, and under the direction of, the Practice Manager to improve standards across a wide range of clinical and administrative activity. The position is suitable for someone who wishes to demonstrate initiative and to develop their own skills further with a view to progression.

**Job Responsibilities:**

- To support the Management Team .
- To assist the management team to provide a timely and responsive service for the implementation and maintenance of a range of business, administrative, clinical and patient services.
- Record all staff overtime and maintain the levels of TOIL in conjunction with our Leave request policy, reporting monthly to the PM.
- Assist with annual leave / sickness recording and auditing
- Develop and maintain effective communication both within the practice and with relevant outside agencies
- Oversee the recording of all staff's Hep B status and ensure that this record is always current and maintained
- Assist the Quality Assurance Manager with any premises issues such as dealing with contractors or any costing works
- Support the Quality Assurance Manager in the administration related to ensuring all SOPs and Policies are updated, uploaded and printed off for all sites to have easy access.
- Provide administrative support the Quality Assurance Manager with the annual training programme for all employed staff to maintain and add to their personal development.
- Co-ordinate Patient Reference group (PPG) and maintain communications with the group in conjunction with PM
- To manage all aspects of patient information across all branches

**Main purposes:**

- To provide support to the Practice Manager in project work, and in the running of key systems and procedures such as Payroll, Recruitment, Complaints and Significant Events. (including reviewing SEA's)
- Complete any written requests such as minutes and any other letters as instructed, to timescales as laid down

To undertake specific assigned tasks, project support, or development / change work which may arise from time to time.

The post-holder will need to become familiar with all functions of the clinical system and their applications, plus national and local quality standards for primary care.

Provide administrative assistance to the other Manager's within the Practice

To ensure that all probation reviews and appraisals are booked in advance of the deadline and that the appropriate staffing and meeting arrangements have been made no later than two weeks prior to the deadline.

- To book meetings and spaces to meet at the Practice Manager, Managers and/or Partners request taking into consideration the Managers calendar commitments and the clinical rota.
- To annually review maintenance contracts held with outside organisations two months before renewal dates, to include quotes from other providers and preparing comparison information for the Practice Manager in time to make changes if appropriate.
- Effectively manage own time, workload and resources
- There is a need to work closely with reception and administrative staff to ensure the smooth running of the practice, reporting any problems encountered to the relevant person.
- Deal with compliments and complaints promptly and according to organisational protocol

**QOF Data Quality:**

- To ensure that agreed Practice protocols are used and that standards amongst the team are consistent
- To enter data outlined in correspondence by GPs, using agreed protocols, such that data is entered within a week of actioning by GPs
- To code this data using relevant QOF codes as identified in SystmOne
- To assist with monitoring achievement on QOF every month and support and report to GPs by highlighting data requirements from patients to them in whatever way is appropriate
- To liaise with the Practice Management team on the development of delivery strategy for new QOF targets as required
- To proactively work to ensure achievement at year end for all clinical QOF indicators

**Recalls:**

- With the support of the PM/Admin Team, develop and maintain an effective recall system. Liaise with the Nurse/partners to resolve any clinical issues / concerns
- When required, assists with the immunisation and smear recall systems .
- In conjunction with the Nurse/PM develops a protocol that ensures that recalls are communicated to patients in the most cost-efficient manner. Review six monthly.
- Assist with the training of relevant staff in how to use the recall system

**Facilitating compliance with the Quality and Outcomes framework (QOF) and supporting the Long term condition (LTC/ LQM) review process:**

- Use clinical system and other appropriate systems to conduct clinical audits, design and run searches and analysis reports, in order to monitor and improve achievement across all contracts the practice holds with stakeholders
- Ensure that administrative data entry into the clinical system is of the required standard to ensure accurate and consistent read code / SNOMED date entry.
- Develop methods of working to ensure that QOF targets are met.
- Liaise closely with the GP Partner QOF Lead/ Clinical Nurse Lead regarding QOF and undertake pieces of work as required.
- In conjunction with the Management Team ensuring that all relevant QoF related policies and SOPs are regularly updated and review dates clear and accessible

**General Contributing to the implementation of services:**

- Discussing with other members of the team how the policies, standards and guidelines will affect own work
- Participating in audit where appropriate
- This involves using all practice systems and SOPS.
- Ensuring confidentiality is maintained at all times
- Dealing with all telephone calls professionally (with care, civility and efficiency)
- Ensuring excellent customer care skills are used with all parties.
- Taking messages as appropriate and ensuring the message is passed on to the appropriate member of the practice or associated organisations whilst annotating and recording details such that they can be reviewed and retrieved at a later date if required
- Ensuring probity in all financial dealings

**Core Principles:**

- Ensure confidentiality of information (written, oral and electronic) is preserved at all times whether at or away from work
- Follow practice procedures to ensure that Caldicott Guardian and Security requirements are met at all times
- To follow procedures to ensure compliance with current regulation such as the Data Protection Act 1998 and General Data Protection Regulation
- Follow all practice protocols concerned with the maintenance of ethical practice
- Support and participate in initiatives to ensure a safe and healthy environment for all practice users. This includes following procedures to ensure the control of potential hazards to health and safety
- Respect, support, contribute to and take personal responsibility for implementing commitment to Diversity and Equality of Opportunity
- Contribute to a culture of continuous improvement
- Perform duties to standards required by the practice in accordance with quality assurance
- Demonstrate commitment to Continuing Professional Development
- To support the Practice Manager maintain a happy and committed team within a developing effective working environment
- Demonstrate computer literacy
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Adhering to Practice dress policy
- Being punctual at all times

**Equality:**

- The post holder will support the equality, diversity and rights of patients, carers and colleagues to include-
- Performing in a way that recognises the importance of people's rights, interpreting then in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients carers and colleagues
- Behave in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Communication:**

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members in a timely and professional manner
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly.

**Contribution to the implementation of services:**

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Ensure service development and delivery in accordance with local and national guidelines

**Other duties:**

- To carry out other duties that are required within the role as it evolves within the development of the organisation

**Flexibility**

No Job Description can give a complete account of all aspects of the post. Therefore, from time to time, the demands of the organisation will require adjustments in the responsibilities of the post. No such adjustments however, may be made without the agreement of the Partnership or without full consultation with the post-holder.

Please sign and date this document to confirm its accuracy at the present time.

Job holder: .....

Date: .....