



Llanfyllin Group Practice

Job title	Administration Assistant (Reception, Dispensary and Admin Support) *Fixed term – 6 months*
Line manager	Reception, Dispensary and Admin Leads
Accountable to	Managing Partner
Hours per week	Up to 37

Job summary

Fixed term – 6 months

The post-holder will be an Administration Assistant working within our dispensing GP practice, providing flexible and effective support across the reception, dispensary and administrative teams.

The role involves undertaking a wide range of administrative, dispensary, and reception-based duties to support the smooth running of the practice and to ensure a high-quality, patient-focused service. This includes supporting patient registration and appointments, checking in patients, handling prescriptions, assisting with dispensing stock management, processing information accurately and in a timely manner, and responding appropriately to patient and staff enquiries.

The post-holder will act as a first point of contact for patients and visitors, provide administrative support to the wider practice team, and work closely with clinical and non-clinical colleagues. Flexibility, confidentiality, accuracy and professionalism are essential.

Mission statement

Llanfyllin Group Practice aims to be a leading local provider of clinical care and a wide range of health care services to the community and practice area, meeting national standards on best clinical practice.

Generic responsibilities

All staff at this organisation have a duty to conform to the following:

Equality, Diversity and Inclusion



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A good attitude and positive action towards [Equality Diversity & Inclusion \(ED&I\)](#) creates an environment where all individuals can achieve their full potential. Creating such an environment is important for three reasons – it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that they treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

This organisation is committed to supporting and promoting opportunities for staff to maintain their health, wellbeing and safety.

The post-holder is to manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients and monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.

All personnel have a duty to take reasonable care of health and safety at work for themselves, their team and others and to cooperate with employers to ensure compliance with health and safety requirements.

All personnel are to comply with the:

- [Health and Safety at Work Act 1974](#)
- [Environmental Protection Act 1990](#)
- [Environment Act 1995](#)
- [Fire Precautions \(workplace\) Regulations 1999](#)
- Other statutory legislation which may be brought to the post holder's attention

Confidentiality

The organisation is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times.



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It is essential that, if the legal requirements are to be met and the trust of our patients is to be retained, all staff must protect patient information and provide a confidential service.

Quality and Continuous Improvement (CI)

To preserve and improve the quality of the organisation's outputs, all personnel are required to think not only of what they do but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work.

The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice and to discuss, highlight and collaborate with the team to create opportunities to improve patient care.

This practice continually strives to improve work processes which deliver healthcare with improved results across all areas of our service provision. We promote a culture of continuous improvement where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Staff should interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice. All staff are to contribute to investigations and root cause analyses whilst participating in serious incident investigations and multidisciplinary case reviews.

Induction

We will provide a full induction programme, and management will support you throughout the process.

Learning and development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake in, and complete mandatory training as directed. It is an expectation for this post-holder to assess their own learning needs and undertake learning as appropriate.

The post-holder will undertake mentorship for team members and disseminate learning and information gained to other team members to share good practice and inform others about current and future developments (e.g., courses and conferences). The post-holder will provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning.

Collaborative working

All staff are to recognise the significance of collaborative working and understand their own role and scope and identify how this may develop over time. Staff are to prioritise their own



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workload and ensure effective time-management strategies are embedded within the culture of the team.

Teamwork is essential in multidisciplinary environments, and the post-holder is to work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working and to work effectively with others to clearly define values, direction and policies impacting upon care delivery.

Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

All staff should delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence. Plans and outcomes by which to measure success should be agreed.

Managing information

All staff should use technology and appropriate software as an aid to management in the planning, implementation and monitoring of care and presenting and communicating information.

Data should be reviewed and processed using accurate SNOMED codes to ensure easy and accurate information retrieval for monitoring and audit processes.

Service delivery

Staff will be given detailed information during the induction process regarding policy and procedure.

The post-holder must adhere to the information contained within the organisation's policies and regional directives, ensuring protocols are adhered to at all times.

Security

The security of the organisation is the responsibility of all personnel. The post-holder must ensure they always remain vigilant and report any suspicious activity immediately to their line manager.

Under no circumstances are staff to share the codes for the door locks with anyone and are to ensure that restricted areas remain effectively secured. Likewise, password controls are to be maintained and are not to be shared.

Professional conduct, uniforms and appearance

All staff are required to dress appropriately for their role and in accordance with the organisation's Uniforms, Dress and Appearance Policy. All staff members are to ensure that their conduct is commensurate with line management expectations and practice protocol.



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Primary key responsibilities

The following are the core responsibilities of the Administration Assistant. There may be a requirement to carry out other reasonable duties, depending on workload and staffing levels:

Reception and Patient-Facing Duties

- Act as a first point of contact for patients, carers and visitors, welcoming them to the practice in a professional and courteous manner
- Check in patients for appointments, ensuring patient details are accurate and up to date
- Answer incoming telephone calls, deal with routine enquiries, and signpost patients appropriately
- Deal with general reception queries, escalating concerns to the appropriate team member where required
- Support the administration of appointments and assist with triage administration

Dispensary Support

- Support the dispensary team with handing out prescriptions and dispensed medication in accordance with practice protocols
- Manage prescription collections, ensuring correct identification and confidentiality at all times
- Assist with stock handling, including putting away dispensary stock and checking deliveries under supervision
- Alert the dispensary team to stock issues, discrepancies or patient queries as appropriate

Administrative Support

- Provide general administrative support to the wider practice team
- Process incoming and outgoing mail and internal correspondence
- File, scan, store and retrieve records in line with data protection and confidentiality requirements
- Input data accurately into clinical systems and administrative records as required
- Photocopy, print and prepare documents for clinical and non-clinical staff

Team and Practice Support

- Work flexibly across reception, dispensary and administration functions to meet service needs
- Support reception and dispensary colleagues during periods of increased demand or staff absence



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- Liaise appropriately with members of the multidisciplinary team and external services
- Contribute to the delivery of enhanced and additional services where appropriate

Governance, Safety and Professional Responsibilities

- Maintain strict confidentiality and comply with all practice policies and procedures
- Be aware of and adhere to safeguarding responsibilities for adults and children
- Undertake mandatory training, induction and ongoing development as required
- Maintain a clean, safe and effective working environment
- Participate in appraisals and ongoing performance review processes

Person specification – Administration Assistant

Qualifications	Essential	Desirable
A good standard of education with an expectation of having both GCSE Maths and English at Grade C or above, or Functional Skills Level 2 in Maths and English	✓	
Experience	Essential	Desirable
Experience of working with the general public	✓	
Experience of working in a healthcare setting		✓
Experience of administrative duties		✓
Knowledge and skills	Essential	Desirable
Excellent communication skills and effective in communicating and understanding patient needs	✓	
Competent in the use of MS Office and Outlook	✓	
Problem solver with the ability to process information accurately and effectively, interpreting data as required		✓
Ability to use own initiative, discretion, and sensitivity	✓	
Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity	✓	
Ability to work as a team member and autonomously	✓	
Excellent communication skills and effective in communicating and understanding patient needs	✓	



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Sensitive and empathetic in distressing situations	✓	
Good organisational skills		✓
Clinical IT system user skills and the ability to record accurate notes		✓
Effectively utilise resources	✓	
Punctual and committed to supporting the team effort	✓	
High levels of integrity and loyalty	✓	
Clear, polite telephone manner	✓	
Flexible and cooperative	✓	
Motivated	✓	
Understanding of safeguarding adults and children	✓	
Demonstrate personal accountability, emotional resilience and work well under pressure		✓
Knowledge of and ability to work to key policies and procedures	✓	
Other requirements/wider responsibilities	Essential	Desirable
Disclosure Barring Service (DBS) check	✓	
Full driver's licence	✓	
Own transport and ability to travel between sites	✓	

This document has been created to support the organisation's needs for recruiting. It should be noted that the detail within this person specification may be too lengthy and therefore, the organisation might wish to reduce the content to support its actual requirements.

Furthermore, this person specification may be amended following consultation with the post-holder to facilitate the development of the role, the organisation and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the organisation.