Office Administrator

Job Title:	Office Administrator
Reports To:	Operations Manager
Salary Range:	Band 3 (replace with salary range)
Working Pattern:	Negotiable at Interview
Location:	Vertis Health head office: 38 Kenilworth Close, Crabbs Cross, Redditch, B97 5JX and other locations as required

1. Job Purpose

The Office Administrator is responsible for delivering high-quality administrative, reception, and governance support within an NHS Primary Care setting. The post holder supports the business in meeting Care Quality Commission (CQC) Fundamental Standards, NHS General Medical Services (GMS)/Personal Medical Services (PMS) contractual requirements, and Primary Care Network (PCN) operational standards.

The role ensures the safe and effective management of face-to-face patient clinics, professional handling of patient communications, and compliance with health and safety, infection prevention and control (IPC), and governance frameworks.

2. Key Responsibilities (Aligned to CQC Key Lines of Enquiry)

SAFE
(Health and Social Care Act 2008 – Regulations 12, 13, 15, 17, 18)

- Support the business in maintaining a safe environment for patients, staff, and visitors.

- Conduct and document routine health & safety audits, including:

    o Fire safety checks (alarms, extinguishers, emergency lighting, exits)

    o Infection Prevention & Control (IPC) compliance in waiting and reception areas

    o Clinical and non-clinical waste management

- o Premises safety and environmental risk assessments
  - Maintain up-to-date health & safety and compliance logs.
- Report incidents, significant events, near misses, and hazards via the business reporting system.
- Escalate safeguarding concerns in line with the business Safeguarding Policy.
- Ensure patient identification processes are followed for appointments and information sharing.
- Maintain accurate records in accordance with Regulation 17 (Good Governance).

EFFECTIVE
(Regulations 12 & 17)

- Maintain accurate and contemporaneous patient records using the business clinical system (EMIS).
- Support the preparation and management of clinic lists and ensure clinicians are supported with required documentation where appropriate.
- Monitor and support compliance with mandatory training requirements (e.g., safeguarding, IPC, fire safety).
- Support data quality initiatives, audits, and other administrative processes where required.
- Assist with document control to ensure policies and Standard Operating Procedures (SOPs) remain current.
- Contribute to quality improvement projects and internal audit cycles.

CARING
(Regulation 10 – Dignity and Respect)

- Provide a professional, compassionate, and respectful reception service.
- Ensure patient privacy and confidentiality at reception and during telephone communications.
- Support vulnerable patients with sensitivity and awareness of safeguarding responsibilities.
- Promote equality, diversity, and inclusion in line with NHS values.

RESPONSIVE
(Regulation 9 – Person-Centred Care)

- Manage patient appointments in line with business access policies and NHS access standards.

- Oversee front-of-house operations during face-to-face clinics to ensure smooth patient flow.

- Answer and manage incoming telephone calls, triaging appropriately in accordance with Practice protocols.

- Manage electronic consultation systems, online booking, and digital communications where applicable.

- Support management of complaints and patient feedback in line with NHS Complaints Regulations.

- Escalate capacity or access concerns to the Practice Manager.

WELL-LED
(Regulation 17 – Good Governance)
- Maintain accurate audit trails and documentation to support CQC inspection readiness.

- Assist with preparation for CQC inspections and NHS contract reviews.

- Support maintenance of governance dashboards and compliance trackers.

- Participate in team meetings and contribute to continuous service improvement.

- Promote a culture of openness, learning, and Duty of Candour.

- Adhere to NHS Data Security & Protection Toolkit requirements.

3. Core Operational Duties

Reception & Clinic Coordination

- Oversee daily reception operations during clinician-led clinics.

- Manage patient registration, demographic updates, and NHS number verification.

- Ensure waiting areas are safe, clean, and welcoming.

- Coordinate patient flow and escalate delays or concerns.

Telephone & Digital Communication

- Answer calls promptly in accordance with business standards.

- Navigate high call volumes professionally and efficiently.

- Accurately record and relay messages to clinicians.

- Monitor business email inboxes as required.

Health & Safety & Compliance

- Maintain Health & Safety file and audit schedules.

- Monitor IPC compliance in non-clinical areas.

- Support risk assessments and action plans.

- Ensure appropriate safety signage and patient information displays are up to date.

Other Administrative Responsibilities

- Provide all aspects of administrative support to the Operations Manager and wider team, and keep them informed of progress.

- Handle communication with internal and external stakeholders (including locum GPs, practice staff, patients etc) via email and other methods, ensuring timely responses to queries and requests

- Support procurement processes, managing supplies and liaising with suppliers where necessary

- Work collaboratively with other departments, such as HR and Finance, to ensure smooth coordination of operations.

- Stay on top of your eLearning modules and raise opportunities for further training or CPD with your Line Manager when you feel they are relevant to your role.

4. Information Governance

- Comply with UK GDPR, Data Protection Act 2018, and NHS Confidentiality Code of Practice.

- Ensure secure handling of patient information at all times.

- Complete annual Data Security & Protection training.

5. General Responsibilities

- Adhere to NHS Constitution values and Practice policies.

- Participate in appraisal and mandatory training.

- Undertake additional duties commensurate with the role and banding.

Essential

- Understanding of safeguarding and confidentiality requirements.

- Strong communication and organisational skills.

Desirable

- Previous experience in an NHS Primary Care or healthcare administrative role.

- Experience using NHS clinical systems (EMIS, SystmOne, or similar).

- Working knowledge of CQC Fundamental Standards.

- Health & Safety or IPC training.

- Experience preparing for CQC inspection.

- Knowledge of NHS contractual requirements (GMS/PMS/PCN).

Accountability and Governance

The post holder is accountable to the   Operations Manager/Head of Operations and is responsible for supporting compliance with CQC regulations, NHS contractual standards, and maintaining inspection readiness within the business.