

Rota Administrator

Closing date: 31st March 2025

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

Location: Salisbury City Centre

Three Chequers Medical Practice are seeking a highly organised and detail-oriented Rota Administrator to join our team. The successful candidate will be responsible for managing and coordinating the rotas for our medical staff, ensuring smooth and efficient operations within the surgery. We value enthusiasm as well as experience and would welcome applications from both aspiring and experienced candidates. The successful candidate should ideally have experience with scheduling management, 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 co-ordinate and apply clinical rotas within our bespoke clinical system. The Rota Administrator will be the main point of contact for any rota-related queries or issues and will deal with any changes due to staff absence or sickness. The post holder will ensure that all rotas are completed at least 6 weeks in advance and that annual leave requests are actioned in line with our Annual Leave Policy.

The successful applicant should be a team player who can use their initiative to prioritise their workload and work to agreed timescales. They should be flexible and adaptable in their approach, and have excellent communication and interpersonal skills when dealing with colleagues and patients face to face, by email or telephone.

This is a part-time position (minimum of 30 hours), but for the right candidate we would consider a full-time contract between the hours of 8.00am and 6.30pm, Monday – Friday. Successful applicants would be joining our team of Administrators who work within our City Centre sites.

What we can offer:

All new employees will receive a detailed induction and training programme as well as a mentor to guide you through your transition into General Practice

NHS Pension

5 weeks holiday a year plus bank holidays on a pro rata basis

Opportunities for career development and progression

Staff training and away days

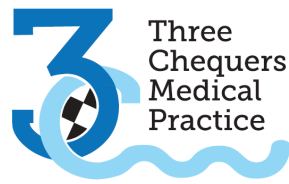
How to apply:

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 or collect an application form from Endless Street Surgery.

If you have any questions about our current vacancies, please email bswicb.recruitment.threechequers@nhs.net

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

Job Description

Job Title:

Rota Administrator

Reporting to:

Practice Manager / Management Team

Job Responsibilities:

- Co-Ordinate and apply Clinical Rotas across the practice
- Stand-in for the Nursing Team Coordinator in their absence
- To support the Management team in the execution of their roles
- Assisting the management, demand and co-ordination of the waiting lists
- Assisting with applying visiting docs to Systmone, ensuring all sites are covered when required
- Assist the Management Team with the Vaccination management and organisation of clinics such as Flu (including children), Pneumovax and shingles.
- Ensure procedures are followed for the cancellation and movement of surgeries for the Clinical team and for the Nursing team in the absence of the Nursing Team Coordinator
- Be responsible for the management of the waiting list
- Organise induction timetables for F2s, ST1s, ST2s, ST3s and any other new clinicians.

Rota Management

- Manage the Clinicians rotas in conjunction with the Management team and Rota Partner ..
- Apply and co-ordinate any auxiliary staff rotas
- Update appointments system for leave/duty changes.
- Coordinate GP and clinical staff leave and ensure that it is recorded on Practice Index & Systmone in conjunction with the Management Team
- Co-ordinate and manage locum cover when required in consultation with the Management Team , including booking, carrying out security checks if required .
- Organise trainee doctors and students and coordinate their rotas
- Coordinate Nursing Home visits in conjunction with the Care Home Administrator
- Coordinate other surgeries i.e. IAPT, REACT etc in conjunction with the Management / GP Rota Partner
- Assist the research team by creating rota templates for temporary staff plus ensure all surgeries are correctly/ fully booked.
- Assist if required with the rota/ clinics for ring pessaries, implanons and coils – getting pt information /demand for appointments from the recall team

Health and Safety

The post holder will assist in promoting and maintaining their own and others health, safety and security as defined in Health and Safety at work legislation

- Act as practice Fire Officer, organising quarterly fire drills and documenting these accordingly
- Ensure all accidents or dangerous incidents are reported and the necessary actions taken
- Ensure that all Health and Safety checks are carried out on a routine basis
- Ensure the Practice Operations Manager is informed of any Health & safety concerns or incidents.

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- 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.

Personal and professional development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance
- Demonstrating skills and activities to others who are undertaking similar work and maintain a personal record of personal development
- Sharing knowledge and good practice from outside learning within the wider team
- Working with management on any new training requirements
- Assess own performance and take accountability for own actions, either directly or under supervision
- Effectively manage own time , workload and resources

Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- 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 them 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:

This Job Description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder.

The post holder is required to carry out any duties that may reasonably be requested by the Partners or management team.

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

Job holder:

Date: