



Newquay Health Centre  
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<b>Job title</b>	Administrator
<b>Line manager</b>	Operations Manager
<b>Hours per week</b>	Full time – Approx 36 hours per week

<b>Job summary</b>
To provide high quality administrative support to GPs, practice managers, nurses and other healthcare professionals, ensuring smooth day to day running of the surgery and excellent patient service.  The post-holder will be an integral part of the general practice team.

<b>Statement of purpose</b>
Newquay Health Centre exists to provide safe, high-quality, and compassionate primary care services that meet the needs of our local community. We are committed to delivering patient-centred care with dignity, respect, and professionalism, while safeguarding the wellbeing of children, adults at risk, and all those who use our services. We work collaboratively as a multidisciplinary team, valuing openness, integrity, inclusivity, and continuous improvement. We aim to create a supportive and positive working environment where staff feel valued, supported, and empowered to deliver excellent care.

<b>Primary key responsibilities</b>
<b>Reception Cover</b> <ul style="list-style-type: none"><li>• Work scheduled reception shifts on a rota basis, covering morning, afternoon or late sessions as required by the practice.</li><li>• Provide front of house support including greeting patients, checking in, managing waiting areas, and ensuring a calm, professional environment</li><li>• Handling urgent queries, identifying red flags and escalating concerns to clinical staff promptly</li><li>• Process incoming and outgoing mail</li><li>• Undertake all mandatory training and induction programs</li></ul> <b>Patient Administration</b> <ul style="list-style-type: none"><li>• Managing high volume incoming calls using the practice's call-handling system, ensuring timely and accurate responses</li><li>• Booking, amending, and cancelling appointments in line with practice protocols and clinical triage systems</li><li>• Recording accurate messages for GPs, nurses and other clinicians, ensuring urgent matters</li></ul>

are flagged appropriately

- Signposting patients to appropriate NHS or community services as appropriate
- Supporting patients with online access, NHS App queries, and digital registration processes
- Inputting data into patients healthcare records as necessary
- Clinical care navigation

#### **Document Management and Coding**

- Receiving, scanning, and coding clinical correspondence including hospital letters, discharge summaries, and test results
- Using accurate SNOMED coding to ensure correct clinical data entry
- Maintaining electronic filing systems and ensuring documents are processed within agreed timescales

#### **Clinical System Use**

- Using EMIS to update patient records, book appointments, and manage tasks
- Use Microsoft Office for letters, spreadsheets, data entry, and reporting

#### **Development opportunities in other areas:**

##### **Referrals Processing**

- Preparing and submitting referrals through the NHS e-Referral Service (eRS) and other pathways
- Ensuring all required clinical information, attachments, and coding are included before submission
- Tracking referral progress, updating patient records, and informing patients of outcomes or next steps
- Liaising with hospitals, community teams, and external providers to resolve referral queries or delays
- Maintaining accurate logs for two-week-wait (2WW) and urgent referrals

##### **Typing & Correspondence**

- Producing letters, reports, medical summaries, and insurance forms using audio typing and templates
- Ensuring all correspondence is accurate, well-formatted, and completed within required deadlines
- Managing outgoing mail, secure email communication, and document distribution.
- Supporting clinicians with administrative tasks such as dictation, form completion, and report preparation

Generic responsibilities
<p>All staff at <b>Newquay Health Centre</b> are expected to:</p> <ul style="list-style-type: none"> <li>• <b>Treat everyone with dignity and respect</b>, promoting equality, diversity and inclusion for patients, colleagues and visitors.</li> <li>• <b>Work safely and responsibly</b>, taking reasonable care of your own health and wellbeing and that of others, and following health, safety, fire and security procedures.</li> <li>• <b>Maintain confidentiality at all times</b>, protecting patient information and respecting privacy in line with practice policies.</li> <li>• <b>Contribute to quality and improvement</b>, sharing ideas, learning from experience and working with the team to continually improve patient care.</li> <li>• <b>Engage fully in induction, training and development</b>, including completing mandatory training and keeping your knowledge and skills up to date.</li> <li>• <b>Work collaboratively as part of the team</b>, communicating clearly, managing your workload effectively and supporting colleagues when needed.</li> <li>• <b>Use clinical systems and information appropriately</b>, ensuring accurate data recording and adherence to relevant policies and procedures.</li> <li>• <b>Maintain professional standards of conduct, appearance and behaviour</b> in line with practice expectations.</li> <li>• <b>Support a secure working environment</b>, remaining vigilant and following access, password and security requirements.</li> <li>• <b>Manage leave responsibly</b>, following practice procedures and working with your manager to ensure service continuity.</li> </ul>

Person specification		
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 administrative duties	✓	
Experience handling high-volume telephone calls and managing competing priorities	✓	
Experience of working in a healthcare setting and knowledge of EMIS system		✓
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	✓	
Understanding of clinical coding, scanning and document workflow		✓

Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity	✓	
Ability to work as a team member and autonomously	✓	
Sensitive and empathetic in distressing situations	✓	
Good organisational skills	✓	
Clinical IT system user skills and the ability to record accurate notes		✓
Punctual and committed to supporting the team effort	✓	
High levels of integrity and loyalty	✓	
Clear, polite telephone manner	✓	
Flexible and cooperative	✓	
Understanding of safeguarding adults and children		✓
Emotional resilience and ability to work well under pressure	✓	
<b>Other requirements/wider responsibilities</b>	<b>Essential</b>	<b>Desirable</b>
<b>Ability to work set reception shifts to include 2 long shifts per week at 8.00 / 8.30am starts until 6.00 / 6.30pm finishes</b>	✓	

If you would like to apply for this position, please send a completed application form which can be found on our website and a cover letter outlining your suitability for the role to –  
 Becky Withers, HR Manager – [becky.withers@nhs.net](mailto:becky.withers@nhs.net)