

Trowbridge Health Centre

Patient Services Administrator

	Essential	Desirable
Experience	<p>IT literate – you will be comfortable operating with standard MS Office software (fully competent in MS Word, competent in MS Excel).</p> <p>At least 12 months administrative work experience.</p> <p>Demonstrate an understanding of customer/patient care/ability to work with sensitive and confidential information.</p> <p>Demonstrate key functions of an administrative role.</p>	<p>Familiarity with SystemOne clinical system.</p> <p>Use of specialist medical, scanning, document management and coding software.</p> <p>Knowledge of GDPR and the Access to Medical Records Act.</p> <p>A willingness to become involved in updating the website, with training.</p> <p>Previous experience of working in a high-pressured environment.</p> <p>Previous experience of working within a GP practice.</p> <p>Communicating with service users in a tactful and sensitive manner.</p>
Personal Qualities	<p>Demonstrates sound judgement to resolve enquiries.</p> <p>Able to plan own workload and manage competing priorities.</p> <p>Ability to work as part of a team.</p> <p>Self-motivated and able to work on own initiative with minimum direct supervision.</p> <p>Committed to the principal and application of equal opportunities.</p> <p>Positive approach to new ideas.</p> <p>Flexibility & adaptability.</p>	<p>Interested in/aptitude for learning new skills and taking on new challenges.</p>

	<p>Trustworthy and discreet (handling a large volume of sensitive and confidential information).</p> <p>Accuracy and an eye for detail</p> <ul style="list-style-type: none"> • Diligent - a high level of accuracy is required as the data inputting relates to vital clinical and other confidential information used in patient care. Errors could result in harm to patients. • Literate - A high standard of written English will be demonstrated, and you will learn medical terminology and develop a working knowledge of some of the concepts behind the words. <p>Commitment to self-development.</p>	
Qualifications	Minimum GCSE in English (C grade or above)	European Computer Driving Licence (ECDL)