



# Recruitment Pack



## Administrator

May/June 2026

# Message from the Practice Manager



I am delighted that you are considering applying for this important role here at Aspen.

I hope that you find this pack helpful and we look forward to receiving your application.

Aspen Medical Practice was formed from the merger of four practices in 2018 and is now a single large practice looking after about 32000 patients. We have 140 employees who all work together as one multi-disciplinary team trying to provide the best service we can for our patients and their families.

Whilst patient care is key, we also value the wellbeing of our employees and offer free parking, access to the NHS pension scheme, enhanced sickness allowances, monthly protected learning time events, length of service recognition and much more. We listen to our staff via suggestion boxes, surveys and our staff forum and have made several changes in recent years in response to this.

You are welcome to come and look around yourself, either before or after application. Just contact our team at [aspen.riskandcompliance@nhs.net](mailto:aspen.riskandcompliance@nhs.net).

Best wishes,

Paul Wainman - Practice Manager

O  
U  
R **Dedicated**

V  
A  
L  
U  
E  
S **Forward thinking**

**People**



## Key Information

Role: **Administrator**

Application Closing Date: **12<sup>th</sup> June 2026**

Shortlisting: **15<sup>th</sup> June 2026**

Interview Date/s: **week commencing 22<sup>nd</sup> June 2026**

### Points to Note

1. Our administration team are based at our Askwith Road (Saintbridge Surgery) branch but also occasionally work (on rota) at our main Aspen Centre site. Therefore, the successful applicant needs to be prepared to work from either site.
2. We are ideally looking for someone to work full time. However, as the right person is more important than the exact number of hours, we would consider recruiting someone who is able to work part-time subject to a **minimum** of 24 hours per week.
3. All longlisting, shortlisting and interview assessment will be performed against the essential and desirable criteria listed on page 5. Please bear this in mind when completing the supporting information question in the application form. If you are unable to meet the essential criteria you are unlikely to be successful in your application.
4. Should this vacancy attract sufficient interest it may be necessary to close the vacancy at an earlier date. We therefore suggest that you apply at an early stage to avoid disappointment.



## Job Description

<b>Post</b>	Administrator
<b>Responsible to</b>	Administration Team Manager

### **Role and Objectives**

The post holder will enjoy the challenge of a varied workload that requires the use of organisational and prioritising skills, combined with attention to detail.

Problem solving on a day-to-day basis on issues relating to work, the post holder will also enjoy working closely as a team to achieve shared objectives and deliver daily priorities.

The post holder will be required to carry out a variety of administrative and clerical type tasks as directed by their line managers.

### **Key Tasks and Responsibilities**

The post holder's tasks and duties may vary on a day-to-day basis depending on the needs of the team and the practice.

Under direction from their line manager key tasks may include:

- Sorting incoming patient-related mail
- Scanning and filing hospital correspondence
- Clinical coding and correspondence management including adding relevant read codes and forwarding on documentation appropriately.
- Summarising of medical records (Lloyd-George and/or GP2GP)
- Referrals management
- Patient notes administration
- Blood result management
- Private medical report administration
- New patient registration and GP links processing
- Minute Taking
- Safeguarding administration
- Cervical Screening Administration and Recall
- Dealing with queries, tasks and worklists
- Other tasks and additional duties, which you might reasonably be expected to undertake, and which are within your level of skill / competence, when required.

## General Tasks

More general tasks relevant to the role also include

- Carrying out general medical administration tasks following instruction from team leads
- Liaison with external agencies as required.
- Providing general assistance to clinical staff and promptly acting on any instructions from the doctors.
- Participation in relevant training and development proceedings and attending Protected Learning Time events. (note these may be outside your normal working hours).
- Maintaining complete confidentiality in relation to all patients, staff and the Practice's business.
- Other appropriate duties as directed by the Partners, Senior Management team or their representatives.
- Monitoring personal development to ensure a first-class service is delivered to the Practice and its patients.
- Adhering to all Laws, regulations and other regulatory guidance as well as the Practice's Policies and Procedures (including Financial, Personnel and Health and Safety) in place.

## Confidentiality

While seeking treatment patients entrust the Practice and its staff with, or allow the gathering of 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. The post holder 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.

## Additional elements

- **Health & Safety** The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety policies and published procedures.
- **Equality and Diversity** The post-holder will support the equality, diversity and rights of patients, carers.
- **Personal/Professional Development** The post-holder will participate in any training programmes implemented by the Practice as part of this employment, including annual individual performance review.
- **Quality** The post-holder will strive to maintain quality within the Practice
- **Communication** The post-holder should recognise the importance of effective communication within the team and will strive to communicate effectively with other team members, patients and carers.
- **Contribution to the Implementation of Services** The post-holder will apply practice policies, standards and guidance and discuss with other members of the team how the policies, standards and guidelines will affect their own work.



## Person Specification

### Administrator

Key: A = Application I = Interview R = References E = Essential D=Desirable

Attribute	Essential (E) Desirable (D)		Assessed A, I, R
	E	D	
<b>Qualifications</b>			
GCSE English or equivalent to current grade 4 or above	E		A
Additional qualifications or training relevant to role		D	A
<b>Work related Experience</b>			
Experience in an administrative role	E		A, I, R
Previous experience of working in a healthcare setting		D	A, I, R
Previous experience of working in a GP practice		D	A, I, R
Evidence of computer literacy and experience of using common programmes such as excel		D	A, I
Experience of prioritising tasks and meeting deadlines		D	A, I
<b>Other Experience and Skills</b>			
Excellent accuracy and attention to detail, particularly in data entry	E		A, I
Ability to handle confidential information with discretion	E		I
Able to pick up what is happening around themselves and be able to show a proactive approach to delivering an excellent support service		D	I
Ability to work as part of an integrated multi-skilled team	E		I