



Information for applicants

NURSE TEAM ADMINISTRATOR

SCARBOROUGH



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1. Background

Haxby Group is a high-quality, community-based healthcare organisation, with general practice at its heart. We deliver exceptional care from 10 GP surgeries across York, Scarborough, and Hull, serving more than 95,000 patients. Haxby Group has been rated Outstanding by the Care Quality Commission (CQC) in York and Hull. It has been rated as Good in Scarborough.

We are dedicated to improving the health of the communities we serve and have an innovative approach to ensuring we provide outstanding care. We are actively involved in research projects with the aim of improving patient care, and our digital-first ethos has contributed to reducing waiting times for access to services.

Our large and diverse team of Doctors, Nurses and Advanced Practitioners have decades of expertise, providing a range of care in a safe, friendly environment, with support from highly experienced Health Care Assistants, Clinical Pharmacists, and other non-GP clinicians. Supporting the patients and our clinical team are the large front of house and back-office teams ranging from Patient Services, Care Navigators, Clinical Administration Support and more.

Alongside the full range of NHS GP services, we provide minor surgery, vasectomies, and contraceptive procedures as well as providing some non-NHS services.

As the host for the Workforce and Training hub in Humber North Yorkshire, we offer training services through Haxby Group Training. We are committed to training all our staff, from Clinical Administration and Call Handlers, through to our Nursing team, and including all stages of undergraduate and postgraduate medical education. As a Primary Care Training and Workforce Hub in Humber Coast and Vale, we also provide support for a growing network of local practices, co-ordinating local schemes on behalf of Health Education England.

We have a clear mission "To deliver high quality, compassionate care to our local communities with an innovative and ethical mindset" and we achieve this by applying our organisational values:



More information can be found at www.haxbygroup.co.uk



2. Job Description

Job Title: NURSE TEAM ADMINISTRATOR

Reports to: CLINICAL LEAD NURSE

Structure:

Head of Nursing > Director of Workforce > Board of Directors

Job Summary:

The Nurse Team Administrator will provide comprehensive administrative support to the Nursing team, ensuring the smooth and efficient running of daily operations. The role is administrative based and does not typically involve direct patient care. They will work under the indirect supervision of the nurse management, undertaking tasks and duties as delegated, following policy and procedures.

The purpose of the role is:

- To assist the Head of Nursing and Nurse Management team in providing a comprehensive nursing service to Haxby Group patients
- To work flexibly to support nurse team and practice administration across all sites
- To facilitate effective communication between patients, staff and associated agencies

Duties and Responsibilities:

The duties and responsibilities to be undertaken may include any or all the items in the following list which is not exhaustive. Duties may be varied from time to time dependent on current and evolving practice workload and staffing levels:

The post holder will support the Nurse team in a variety of administrative tasks, freeing the team members to focus on clinical care delivery including:

- Monitoring and ordering of clinical and non-clinical supplies, ensuring stock levels are maintained
- Monitoring and ordering of vaccines and other drug stock
- Infection control monitoring and audits
- Monitoring and risk assessment for Health and Safety
- Oversee the annual calibration of all clinical equipment
- Maintain clinical equipment for new items and repairs.
- Planning induction and training programmes for new team members and students.
- Assistance with clinical paperwork as directed e.g. PGDS.



- Assist the Nurse Management team in the setting up of meetings, collating information required, taking notes and follow-up
- Assist the Nurse Management team in maintaining and updating electronic records to include competencies, training records and registration records.
- Assist the Nurse Management team in organising staff reviews and training.
- Utilise and develop the electronic Nurse Team folder.
- Undertake photocopying and produce laminated notices as directed by the Nurse Management team.
- Assist with health promotion and other campaigns e.g. Flu campaign
- Assist with Nurse Team involvement in support for patients
- Deal with telephone enquiries, greeting visitors and mail
- Give accurate and appropriate information to patients, staff and other agencies within own competence
- Assist the patient and other clinicians in the delivery of care in urgent or emergency situations
- Act as chaperone and assist patients if required
- Physically assist in the transfer and movement of materials and equipment
- Maintain accurate and complete records and other documentation in accordance with Practice protocol
- Be aware of child protection issues and guidelines
- Assist with the training of other staff members and also with the education of doctors and nurses in training
- Apply policies, standards and guidance
- Undertake additional tasks as required within your general role as an Administrator

Business responsibilities:

- Gather statistics and information as required.
- Undertake assigned tasks, project support, or development.
- Maintain accurate documentation and records using IT as per Haxby Group protocol.
- Follow agreed policies and protocols, seeking guidance from Team Leaders and Managers if required.
- Promote service uptake within the community.
- Uphold and promote Haxby Group's ethos and culture.
- Ensure resource rationalisation.
- Assist in expanding the business's professional offerings.
- Attend in-house governance, educational, and staff meetings.
- Plan, develop, and support new working processes to enhance quality.
- Train staff for optimal performance.
- Build and maintain relationships with other healthcare professionals and external bodies.
- Always behave professionally.



Safeguarding:

- Commit to safeguarding Adults at risk (vulnerable adults), children, and young people.
- Adhere to legislation and policies on Child Protection and Safeguarding Adults and be aware of your duties and responsibilities.
- Recognise signs of abuse and neglect.
- Inform the Safeguarding Lead of any concerns promptly.
- Stay up to date with safeguarding training requirements.

Learning and development:

- Participate in training programmes, performance reviews, and personal/professional development.
- Develop and use a Personal Development Plan.
- Utilise learning opportunities and share knowledge with the team.
- Undertake mandatory and statutory training.

Team working:

- Assist and support your line manager in providing a quality service.
- Provide cover during team members' absences.
- Support and facilitate change.
- Undertake additional tasks as required.
- Work effectively as a team member, supporting others.
- Accept delegation from senior staff and manage time effectively.
- Participate in team activities to improve patient care.
- Contribute to team effectiveness by reflecting on activities and making suggestions.
- Support local projects as agreed.
- Delegate duties safely and competently.

Confidentiality:

- Respect patients' privacy and maintain confidentiality.
- Access and share information only with authorised persons as per policies.

Health & Safety:

- Promote and maintain health, safety, and security per the Health & Safety Policy.
- Use personal security systems and manage work risks effectively.
- Keep up with training to update knowledge and skills.
- Use infection control procedures and maintain tidy, hazard-free work areas.
- Report potential risks and accidents promptly and as per the policy.



Equality and Diversity:

- Support equality, diversity, and rights of patients, carers, colleagues and visitors.
- Respect the privacy, dignity, and beliefs of all individuals.
- Behave in a welcoming, non-judgmental manner.

Quality:

- Strive for quality within Haxby Group.
- Alert the team to quality and risk issues.
- Manage time, workload, and resources effectively.
- Work within limitations and cooperate with audits.
- Contribute to achieving high quality standards and initiate improvement projects.
- Work with the Registered Manager to meet CQC standards.
- Collaborate with other agencies to meet patients' needs.

Communication:

- Communicate effectively with team members, patients, carers and visitors.
- Recognise and respond to alternative communication needs.

Other:

- This job title and job description is neither exhaustive nor exclusive and is subject to periodic review and amendments.



3. Person Specification

	Essential	Desirable
Physical Requirements	Able to undertake the requirements of the post.	Reliable. Flexible. Excellent attendance record.
Knowledge/Qualifications/Skills	Good customer service skills. Good administrative and organisational skills. IT literate with good keyboard skills. Telephone skills. Understand and observe strict confidentiality.	
Competencies/Qualities/Attributes	An interest in Primary Care. Good communication (written and verbal). Work well under pressure. Able to work as a team member. Able to work unsupervised. Able to use own initiative. Be self-motivated. Hard working and willing. Flexible and adaptable. Enthusiastic.	
Other	Able to work at the desired times. Flexibility of hours for cover. Good sickness record	Non-smoker. Car driver/clean licence.



4. Terms and Conditions

Salary: Your salary will be £12.60 per hour, £24,966.07 gross per annum (pro rata for part time). Pay progression will be dependent upon annual performance appraisal.

Annual Holiday: 25 days plus bank holidays (pro rata for part-time staff). Holiday entitlement will increase as a reward for loyalty and service.

Training: Induction training plus other annual training subject to an agreed personal development plan.

Working hours: Full-time: 38 flexible hours per week or Part-time: minimum 30 flexible hours per week (Saturdays on a rota)

The Surgeries will be open 8 am to 8 pm weekdays and until 1 pm Saturdays. Your exact weekly hours will be agreed according to service and individual needs. These hours may vary as dictated by service or individual requirements. To facilitate communication and training you will also be required to attend evening meetings, events and training that fall outside your normal working hours. These will be reimbursed as overtime paid at the normal hourly rate, or as time taken in lieu.

Benefits: We operate an optional contributory pension and benefits scheme.

The Well-being Simply Health Plan will be offered after your six-month probation period.

Other benefits include:

- Full induction package with reviews
- Annual reviews
- Annual training day
- Regular training and updates
- Social functions
- Uniform allowance



5. Application

To apply you must complete an application form.

Human Resources contact details:

Address: HR Department, Haxby Group, 109-119 Front Street, Acomb, York, YO24 3BU.

Or E mail: HR.Team@haxbygroup.co.uk Tel: 01904 789046 / 928077

All applications will be acknowledged however previous applicants need not apply.

For more information regarding the post please contact the HR Team on the above numbers.