# Role Description

## Job Title: Health Centre Administrator

**Reports to**: **Health Centre Nurse Manager**

## Job context

Founded in 1584, today, Uppingham is one of the UK’s leading co-educational independent boarding and day schools for pupils aged 13-18. It has a strong academic profile and offers a rich and wide-ranging co-curriculum. Uppingham employs circa 550 staff. The teaching staff number 120 and are supported by staff in business units responsible for marketing, admissions, business development, human resources, IT, finance, health and safety, operational services and estates.

The Uppingham Group of Schools also includes Maidwell Hall School in Northamptonshire, which educates pupils from ages 4 to 13, and Uppingham School Enterprises Ltd (Uniform Shop, Sports Centre and external lettings). Uppingham Cairo will open in 2024, with Uppingham Vietnam planned for the following year.

## Job purpose

The Administrator will be responsible to the Health Centre Nurse Manager for providing support to the whole school nursing team. This involves assisting in the daily needs of the health centre, general reception duties, administrative and clerical duties, general health centre duties and assisting the Health Centre Nurse Manager in her role, ensuring a comprehensive service provision for our pupils, parents and staff. Ultimately, the Administrator will ensure an efficient and smooth day-to-day operation of our health centre.

## Your accountabilities

**Reception Duties**: answering the telephone and door; responding to answerphone messages; booking pupils appointments; welcoming pupils and booking them in for their appointments; basic triage of pupils and staff on arrival: sending, receiving and actioning emails with support from the nursing team; acting as the main point of contact for and communicating effectively with parents/guardians, Houseparent’s and Matrons: acting as the main point of contact for and communicating effectively with all school staff, surgery staff and external agencies: signing in visitors: providing general support to visitors; printing of clinic schedules: dealing with prescription enquiries and repeat prescription requests; receiving pupils’ clinical results and distributing them to pupils; liaising with the Health Centre Nurse Manager, the nursing team and the School Medical Officers.

**Administrative/Clerical Duties**: managing the health centre filing systems: assisting nurses with making up notes for new pupils: filing paper consultations, consultant letters, email information, vaccination information; opening and distributing post; printing, photocopying and scanning as required; managing shredding of confidential information; filing and pulling notes for ‘starters’ and ‘leavers’; coordinating pupils’ medical referrals and requesting school private health insurance authorisation codes; coordinating pupils’ medical questionnaires, forms and exam letters; assisting the school counsellors and visiting private practitioners (physiotherapists, clinical psychologists, psychiatrist) with administrative tasks; assisting the School Medical Officers with administrative tasks.

**General Health Centre Duties**: stock checking and ordering stock and supplies of medical equipment, first aid supplies, stationary and provisions; maintaining stock in treatment rooms; checking emergency equipment; assisting the Health Centre Nurse Manager in coordinating vaccines and medicine stocks; managing the distribution of medicines to boarding houses and trip leaders; ordering meals and food supplies for pupils and Health Centre staff; managing the stock and supply of first aid kits to sports staff and trips staff; assisting nurses in preparing food/drinks for in-patients; updating Health and Wellbeing notice boards; keeping staff photo board up-to-date; reporting maintenance and IT issues as required; any other duties that may be required for this role.

**Systems Administration Duties**: co-ordinating annual new pupil medicals; co-ordinating the trips / travel vaccination services within the health centre, alongside the nursing staff; co-ordinating pupils annual medical reviews alongside the nursing team; co-ordinating the childhood immunisations clinics alongside the Health Centre Nurse Manager, nursing team and the Community Immunisation Team; co-ordinating pupils annual flu vaccines.

**Assisting Health Centre Nurse Manager**: attending regular ‘catch-up’ meetings; arranging cover in the event of staff absence; recording clinical care information for audit purposes; checking pupils medical information is accurate on the schools data base; assisting with organising nurses clinical meetings and training and taking minutes at meetings; co-ordinating room allocations for clinical practitioners; ensuring infection control standards are maintained; updating and maintaining the health centre intranet page; any other administrative tasks that may be required.

**Qualifications, skills and experience, personal qualities required**

**Knowledge, skills and experience**

• Good literacy and numeracy skills

• Excellent IT skills

• Good working knowledge of Microsoft Office applications; Outlook, Word and Excel

• Excellent administrative and organisational skills

• Ability to communicate well with people at all levels

• Ability to prioritise and plan workload, including urgent and ad hoc work

• Excellent attention to detail and ability to work accurately and methodically

• Ability to follow instructions, policies and procedures

• Previous experience of working in a busy administrative environment

• Previous experience of working in a healthcare environment/GP practice (desirable)

• Previous experience working with PASS (school IT system) (desirable)

• Previous experience working with System One (GP IT system) (desirable)

## Personal qualities

## • Friendly and welcoming

## • Patient and understanding

## • Positive and reliable

## • Discrete, trustworthy; understands and respects confidentiality

## • Well presented with an excellent telephone manner

## • Ability to work independently and as part of a team

## • Ability to work flexibly to meet the ever-changing needs of the health centre

**Terms and conditions**

Working hours 22.5 hours per week. Monday, Wednesday, Friday. 8am – 4pm.

Salary £10,681.16 per annum (FTE £25,814.30)

Holidays The annual holiday entitlement is all Uppingham School holidays. Public holidays in term time are normal working days.

Pension scheme Defined contribution scheme: employee contribution matched by School by factor of two, up to 10% maximum.

Benefits 50% Contribution towards premiums for the School’s private health scheme

Discount on School fees

Discount at a local nursery in Uppingham

25% Discount on holiday club fees

Westfield healthcare

Westfield Rewards which gives discounts at various retailers, gyms, and restaurants

Contributory pension scheme

Employee Assistance Programme

In house Occupational Health Service

Membership to dual-use Sports Centre (with a £25 annual joining fee)

Free staff lunches during term-time

Free annual Flu vaccinations

Complimentary staff ticket for select School performances

Cycle to Work scheme

Recognised as a “Disability Confident” employer

Recognised as a “Mindful” employer

Recognised as “Investors in Diversity”

## Safeguarding

The post-holder’s responsibility for promoting and safeguarding the welfare of children and young persons for whom they are responsible, or with whom they come into contact, will be to adhere to and always ensure compliance with the School’s Safeguarding (Child Protection) Policy. If, while carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the School, they must report any concerns to the School’s Designated Safeguarding Lead (DSL) or to the Headmaster.

## Note

This Role Definition is not an exhaustive list of what may be expected of you in the role. It is non-contractual and may be amended by the School from time to time.