

Job Description: Access Hub Administrator

Job Title:	Access Hub Administrator
Location:	Based at Park Royal Medical Practice, Central Middlesex Hospital, Acton Lane, NW10 7NS with regular working across other Harness PCN sites
Salary:	£24,375 per annum
Contract:	Fixed Term (until 31 st March 2027)
Working Hours:	37.5 hours per week
Accountable to:	Harness Access Clinical Lead
Responsible to:	Harness PCN Programme Manager

Job summary and scope

Harness Care is seeking an **Administrator** to work within the Access Hub. The main aim of this service is to assist our patients in accessing our services in the most effective way possible. To facilitate this the postholder will undertake the following:

- Greet and assist patients in using our enhanced access services.
- Handle patient enquiries courteously, efficiently and with empathy.
- Undertake administrative tasks with care and attention to detail.
- Understand and work with the team to meet the key performance indicators for this role.

About Harness Care

Harness Primary Care Network (PCN) is a forward-thinking organisation serving the diverse communities of Brent, London. With a vision of “Creating Healthier Communities,” we work collaboratively with local GP practices to deliver high-quality, accessible, and patient-centered care. Our mission is to revolutionise the way primary care is delivered, ensuring that services are sustainable, inclusive, and designed around the needs of our population.

We are made up of two networks—Harness North and Harness South, led by experienced Clinical Directors and supported by a multidisciplinary leadership team. Together, we provide a wide range of services including enhanced access hubs (which this role will sit in) diabetes clinics, spirometry assessments, vaccination programmes, home visiting services, and social prescribing. Our team includes dedicated clinicians and additional roles such as clinical pharmacists, physiotherapists, mental health practitioners, and care coordinators, all working together to improve health outcomes.

At Harness PCN, our values of collaboration, professionalism, continuous improvement, and positive relationships guide everything we do. We are committed to empowering our staff, engaging with our communities, and making a lasting difference to the health and wellbeing of the people we serve.

Main Duties

The post holder will assist our patients in accessing our services in the most effective way possible.

MAIN DUTIES	RESPONSIBILITIES
Access hub duties	<ul style="list-style-type: none"> • Answer the telephone in a prompt and courteous manner. • Address patients with respect and dignity. • Respond to patient requests for appointments and book with the most appropriate member of the clinical team. • Signpost patients where appropriate (in line with the training and guidance already received) • Take and record accurate messages and pass on to relevant people. • Keep the appointment book up to date and operate the appointment system as directed. • Respond appropriately to patients with specific accessibility needs. • Liaise with outside organisations. • Arrange ambulance transport to hospitals. • Arrange interpreters as required. • Direct patients wishing to make a complaint to the appropriate practice procedure. • Review all incoming e-consults in line with the Nexus Ehub Policy and make flow decision for booking into ehub appointment or an administrative outcome
Admin duties	<ul style="list-style-type: none"> • Participate in quality improvement work as required. • Ensure all information for patients is recorded accurately and effectively. • Participate in data collection for audit work when required. • Participate in any project or audit that the practice may do from time to time
General duties	<ul style="list-style-type: none"> • Watch for and report to the health and safety representative matters affecting safety and security in accordance with the Practice Health and Safety Policy. • Ensure that all our patients are treated with respect, courtesy and dignity at all times.

Person Specification

	Criteria	Essential / Desirable
Qualifications	GCSE or NVQ Level 2 or equivalent experience.	E
	Computer literate, including MS word, excel, PowerPoint and Outlook	E
Experience	Demonstrable experience of working in general practice and primary care	E
	Demonstrable experience of providing support to patients and work colleagues in successfully supporting delivery of new initiatives	E
	Handling sensitive/distressing information and related issues	E
	Some knowledge of using analytical skills to improve practice or service	D
Knowledge and Skills	Excellent computer skills	E
	Demonstrable ability to manage time effectively to prioritise workload to meet deadlines.	E
	Demonstrate an understanding of the importance of team working	E
Values and Behaviours	Inclusive of other stakeholders	E
	Demonstrates ethics, values and personal qualities consistent with the vision, culture and values of Harness	E
	Adaptable, flexible and innovative approach to work	E
	Act in ways that support equality, diversity and inclusion, including treating people with dignity and respect	E
	Able to problem solve and respond to sudden unexpected demands	E
	Ability to concentrate on detailed tasks (eg: analysis and writing reports) while managing unpredictable work patterns and interruptions to deal with pressing service issues	E
	Demonstrate visible leadership	E

This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

Accountability

The post holder is ultimately responsible for their own work and must always recognise their limitations. They must maintain a safe and effective level of practice and promptly inform management of any training deficiencies so they can be addressed. Additionally, the post holder is expected to always act professionally and adhere to Harness Care Ltd policies, protocols, and guidelines.

Ethos

The concept of Primary Care, the organisation of General Practice and the roles played by other members need to be understood.

- Good communication and relationships must be established and maintained with colleagues, and employers and member practices.
- Take reasonable care of their own safety and that of other persons who may be affected by his/her act or omission.
- Co-operation with Harness Care Ltd to ensure all members of the team adhere to statutory regulations/policies and codes of practice and departments safety rules.
- Offer innovative ways of working and opportunities to facilitate learning.
- Facilitates a learning and quality improvement environment within the team.
- Maintains a caring environment through the support of colleagues.

Equality, Diversity, and Inclusion (EDI)

- The post-holder will support the equality, diversity and rights of colleagues to include acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation.
- Identify patterns of discrimination and take action to overcome this and promote diverse cultures across the organisation.
- Respect the privacy, dignity, needs and beliefs of patients, carers, and colleagues.
- Behave in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities, and rights.
- A good attitude and positive action towards ED&I creating an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.
- Staff have a right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender identity or reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.
- Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender identity or reassignment, marriage and civil partnership, pregnancy and maternity, race.

Safety, Health, Environment and Fire

Harness Care Ltd is committed to supporting and promoting opportunities for staff to maintain their health, well-being, and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Sustainability

The post holder will be aware of Harness Care Ltd impact on the environment and be vigilant and pro-active in ensuring they adhere to the sustainability strategy including but not limited to recycling, waste management and use of vehicles.

Learning and Development

- Work with the leadership teams in member practices across the organisation to develop a learning culture.
- Benefit from contribution, involvement and presentations at organisational and PCN educational events
- To participate in annual appraisal with line manager and HR manager.
- To assess own professional training needs and explore all opportunities for maintaining and updating knowledge and skills.
- Required to partake and complete mandatory training as directed by the HR Manager

Collaborative Working

All staff must recognise the importance of collaborative working with all stakeholders. Teamwork is vital in multidisciplinary environments, and effective, clear, and appropriate communication is crucial.

Security

The security of Harness Care Ltd and its services is the responsibility of all personnel. Staff must ensure they always remain vigilant and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share their ID cards or codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct

- Punctuality and reliability are expected.
- Staff are required to dress appropriately for their role.

Confidentiality

While seeking treatment, patients entrust us with, or allow us to gather, 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, staff and other healthcare workers.

The post holder may also have access to information relating to Harness Care Ltd 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 Federation may only be divulged to authorised persons in accordance with Harness Care Ltd policies and

procedures relating to confidentiality and the protection of personal and sensitive data.

Disclosure and Barring Service Check

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service to check for any previous convictions.

This job description is not exhaustive and will be subject to change from time to time in discussion with the post holder.

Equal Opportunities Statement

Harness Care Ltd is an equal opportunities employer and is committed to creating an inclusive and diverse working environment. We believe that every individual has the right to be treated fairly and with respect and dignity. We welcome applications from people of all backgrounds, cultures, and experiences. We ensure that recruitment decisions are made without regard to race, ethnicity, religion, gender, sexual orientation, disability, age, or any other protected characteristic as defined by the Equality Act 2010. Our recruitment processes are designed to promote equality, eliminate discrimination, and provide equal opportunities for all, and we continue to review them to ensure that they are meeting modern standards in this regard.

If you require any reasonable adjustments to support your application or during an interview, or assessment process please let us know in advance.