

Candidate Information Pack Hub Administrator

July 2025



GPS Healthcare
General Practice Solihull

To provide high quality primary care services which improve the health and social care outcomes for the population of Solihull

Welcome to GPS Healthcare

I am really pleased that you are taking an interest in working with us at GPS Healthcare. I'm Simon Tunnicliffe, Managing Partner and I have been at GPS Healthcare since 2022, and I am proud to lead this great organisation..

Working in primary care is both challenging and rewarding. GPS Healthcare is on a journey of transformation in respect of how we deliver services to our patients. This is an exciting time to join us and we're looking forward to bringing new people along with us.

Our Vision matters: to deliver safe, effective and culturally responsive healthcare services, empowering individuals to thrive and communities to flourish.

As a Hub Administrator, you will be working alongside other fantastic team to deliver exceptional care to our patients. To provide clinical administration support to the business, conveying information and supporting both the clinical and administration teams in the implementation of their duties and achieving excellence in patient care.

GPS Healthcare is a single practice PCN with six sites based in central/south Solihull. We are rated 'Good' by the CQC and collaborate with key stakeholders within the Integrated Care System to focus on local health needs and population health and improve the delivery of primary care services at a locality level.

Good luck with your application.

Simon Tunnicliffe
Managing Partner



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Managing Partner

Our Strategic Goals and Values:

Our Strategic Goals:

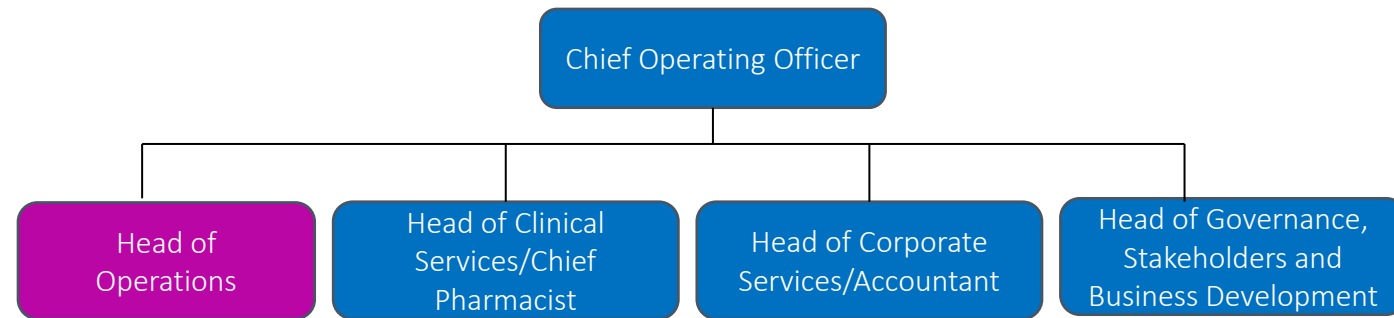
- Strengthen collaboration and communication.
- Develop proactive strategies to promote healthier lifestyles.
- Implement change based on feedback and evidence to meet established standards of excellence.

Our Values:

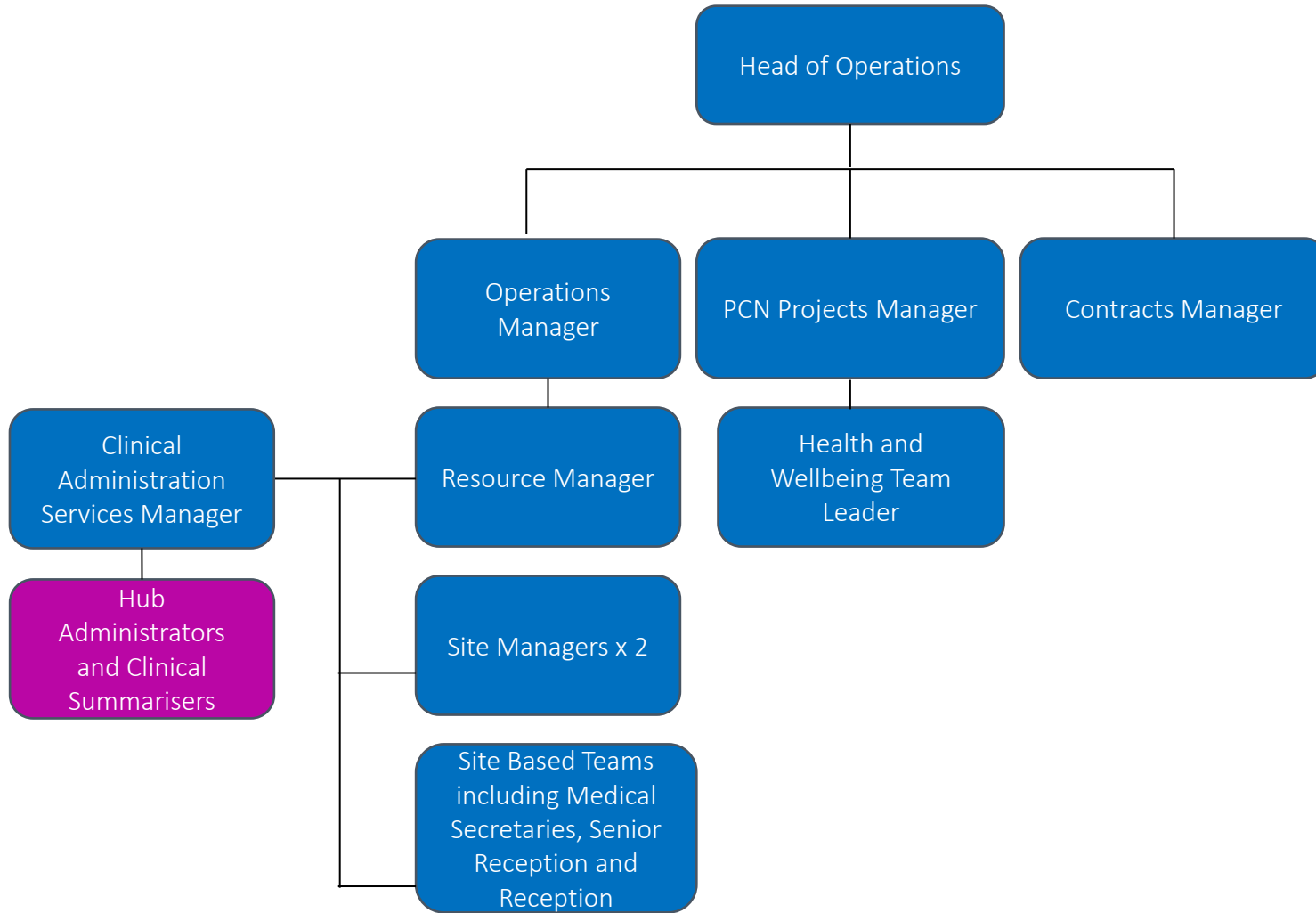
- Care
- Agile
- Respect
- Efficient

Our Structure:

Our Executive Team



Our Structure:



What we are looking for:

The ideal candidate will have experience of working in a busy reception or administration environment and have strong customer service skills.

Key Responsibilities for our Hub Administrators includes -:

To provide an administration service to the business through accurate updating and read coding of patient notes. To deal with queries from outside agencies such as insurance companies, solicitors etc. to process medical reports and copy records as and when appropriate. To maintain back-office administration in line within house policies and national guidelines. To maintain accurate information summaries and medication records as a result of patient updates including discharge letters and outpatient prescription requests. Accurately update patient records from daily post ensuring an informative summary is maintained and medication records are complete by the updating of prescription changes in relation to discharge letters and outpatient prescription request.

Full details about what is required for the role can be found in the Hub Administrator job description

What experience is required?

We are looking for someone who has administrative experience looking to work in a primary care setting.

The successful candidate will have:

- Ability to maintain effective working relationships and to promote collaborative practice with all colleagues
- Has attention to detail, able to work accurately, identifying errors quickly and easily
- Excellent verbal and written communication skills with team members, patients, carers, and other healthcare professionals, whilst recognising people's needs for alternative methods of communication
- An excellent understanding of data protection and confidentiality issues
- Works effectively independently and as a member of a team Flexible approach to meet service needs and ensure a stakeholder focused response Self-motivated and proactive Continued commitment to improve skills and ability in new areas of work

What we can offer:

- An opportunity to join a forward thinking and innovative Primary Care Provider
- Hourly rate £12.21 per hour
- Flexible working options – part time positions available
- NHS Pension Scheme
- A professional, friendly and supportive culture
- Generous workplace benefits, including enhanced sickness, maternity & paternity entitlement

How to apply:

If you are interested in applying to be the **Hub Administrator** with GPS Healthcare, please submit your CV and a supporting statement outlining how you meet the essential criteria and why you are interested in the role to humanresources.gps@nhs.net by **Sunday 17 August 2025**.

What can I expect if shortlisted:

If you are shortlisted and invited to attend for interview, the panel will be looking for evidence that your knowledge, skills and experience meet the criteria outlined within the Job Description and your suitability for the role.

We will use a number of assessment techniques throughout the process, these may include:

- Interview
- References

All interviews will take place at our Tanworth Lane Surgery.

Recruitment Timetable	
Closing date for applications	Sunday 17 August 2025
Interviews to be held	TBC