

Job Description

Job Title	Medical Centre Administrator
Reports To:	Senior Clinical Nurse Manager
Job Purpose	
The Medical Centre Administrator is an integral member of the School's Medical Centre Team, providing comprehensive clerical and administrative support to ensure the smooth and efficient day-to-day operation of the Centre within a busy boarding school environment. The postholder will work closely with clinical staff, parents, school staff, and external healthcare providers to coordinate appointments, clinics, admissions processes, and healthcare administration, supporting the delivery of high-quality care and promoting student wellbeing.	
Key Duties and Responsibilities	
• Provide administrative support to the Medical Centre, ensuring the effective coordination of healthcare services for students. • Manage appointment systems, including scheduling, recording, and monitoring appointments, reviews, and follow-up actions. • Open, process, and action medical correspondence, arranging appointments and ensuring relevant information is shared with the clinical team and parents as appropriate. • Coordinate student attendance at external medical appointments, including organising transport and medical escorts where required. • Liaise with House Matrons, parents, healthcare professionals, NHS services, GP practices, hospitals, pharmacies, therapists, and specialist providers regarding student healthcare needs. • Support the nursing team by coordinating clinic schedules, workflows, referrals, and day-to-day administrative processes. • Assist with student admissions by reviewing medical information, ensuring health documentation is complete, and following up outstanding information. • Coordinate vaccination and immunisation clinics, including liaison with external providers and communication with students and parents. • Support the administration of medications, including processing repeat medication requests and liaising with GP surgeries and pharmacies to ensure timely supply. • Ensure all students are appropriately registered with local GP services and maintain accurate healthcare records. • Coordinate audits, service reviews, compliance activities, and quality assurance processes, maintaining records and preparing reports as required. • Answer and manage telephone, email, and face-to-face enquiries, acting as a professional and confidential point of contact for the Medical Centre. • Maintain accurate, confidential records in accordance with GDPR, information governance requirements, and school policies. • Undertake general administrative duties including filing, diary management, petty cash administration, and record keeping. • Contribute flexibly to the wider work of the Medical Centre and undertake other reasonable duties as required by the Line Manager, Principal, or Senior Leadership Team.	

Person Specification

Essential Skills and Experience

- Previous experience in an administrative or coordination role.
- Excellent organisational skills with the ability to manage multiple priorities and work accurately under pressure.
- Strong communication and interpersonal skills, with the ability to build effective relationships with students, parents, staff, and external agencies.
- Ability to handle sensitive and confidential information with professionalism and discretion.
- Confident and competent in the use of IT systems and Microsoft Office applications.
- Ability to work independently, use initiative, and contribute effectively as part of a team.
- High level of accuracy and attention to detail.
- Empathy and a student-centred approach to service delivery.

Essential Qualifications

- Good standard of education, including a minimum of five GCSEs (or equivalent) at Grade C/4 or above, including English and Mathematics.

Desirable

- Previous experience working in a school, boarding school, healthcare, or welfare environment.
- Knowledge of healthcare administration, appointment systems, and referral processes.
- Experience supporting audits, inspections, or quality assurance activities.
- Understanding of safeguarding, GDPR, and information governance requirements.

Health & Safety

Personally responsible for the health, safety and welfare of all staff and students that may be affected by the postholder's acts and/or omissions.

Equal Opportunities

Personally responsible for equal opportunities awareness and ensuring that the postholder is aware of, and carries out, the provisions contained in the Equal Opportunities policy.

Safeguarding Children

To be responsible for safeguarding and promoting the welfare of children and young people.

The post holder must be aware of and comply with all School policies and procedures.

The School is committed to safeguarding and promoting the welfare of all our students. You are advised that this post is subject to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2020 and therefore this post is subject to an Enhanced Disclosure Application to the Disclosure and Barring Service (DBS).

Please be aware that schools are also required to undertake online recruitment checks on shortlisted candidates under changes to Keeping Children Safe in Education.