

TRELOAR TRUST

JOB DESCRIPTION

Post: Senior Clinical Administrator

Responsible to: Head of Healthcare and Nursing

Main Responsibilities of Job:

Treloar School and College are independent providers of specialist education, nursing and therapy to students with highly complex physical, neurological and learning difficulties.

Within the school and college, we are a customer focused clinical team with highly efficient processes. The post holder will be required to work autonomously without direct supervision and with the immediate oversight and control of his/her work.

- To support the Head of Healthcare and Nursing and senior nursing team in terms of monitoring and co-ordination of business activities, and administration of key meetings
- To support the Head of Healthcare and Nursing as a personal assistant
- To line manage the Health Centre Administrators

KEY TASKS

Assisting Head of Healthcare

- Provide personal assistance to the Head of Healthcare and Nursing, managing diaries, monitoring projects and actions due, providing proactive administrative support in a busy and dynamic environment.
- Support the Head of Healthcare and Nursing in providing a comprehensive and efficient business support service to the senior nursing team.
- Make executive decisions within personal scope, to ensure activities are efficient; contributing to meetings and service improvements where relevant.
- Identify and action/escalate appropriate urgent matters in the absence of the Senior Nursing Team.
- Ensure all enquiries are handled professionally and proactively, and are recorded using the appropriate database; high regard for customer service and quality processes within the whole team is crucial.
- Provide line management and supervision to the Health Centre administrators, in collaboration with the Head of Healthcare and Nursing. Plan appraisals, objective setting, training needs assessments, sickness and performance management.
- Ensure excellent induction processes for new starters to the Health Centre team, thus ensuring improvements to the quality and timeliness of recruitment, contributing to a positive impact on retention and staff morale.
- Communicate confidently and professionally at all times; manage difficult conversations and complaints, aiming for a positive outcome.
- Monitor and process absence paperwork in liaison with Head of Healthcare and Nursing, and the Lead Dietician, while maintaining confidentiality.
- Take the lead on specific projects relevant to skill set, or, undertake research and analysis, ensuring appropriate documentation is readily available and work collaboratively with other teams.
- Work closely with the team to ensure reception is manned at all times.
- Facilitate students accessing timely support when attending the Health Centre, and provide a supportive response to queries.

Administrative

- Co-ordinate contracted and ad-hoc clinics, including visiting health professionals.
- Set up and/or maintain office systems, databases and procedures to ensure that all documents are accurate and can be retrieved easily.
- Use own initiative to prepare agendas and minutes for clinical meetings, routine and ad-hoc, working closely with the meeting chair(s) and attendees. Ensure that agendas, papers/reports and minutes are circulated in a timely fashion before and after the meetings.
- Through expertise in Excel, take responsibility for providing reports and analysis of agreed data (e.g., PDR completion, emergency calls, staffing numbers, immunisations, GP clinics).
- Appropriately manage incoming enquiries via, telephone, email or in-person visits. Use independent judgment and initiative to either; deal with the enquiry, or ensure messages are correctly transcribed and relayed in a timely manner.
- Oversee the management of a number of mailboxes, taking action where appropriate.
- Provide cover for the Health Centre administrators as and when required.
- Monitor and document sensitive and confidential medical information accurately and in compliance with GDPR.
- Various administrative duties to include; composing letters and reports, formatting and proof-reading long documents, taking into account their highly confidential and sensitive nature.
- To be a confidential and unbiased note taker for investigative or disciplinary interviews.

Other duties

- To support the Trust in safeguarding and protecting the welfare of all students.
- To comply with policies and procedures relating to safeguarding, health and safety, equality and diversity, confidentiality and GDPR, reporting concerns to an appropriate person.
- To maintain and develop own professional knowledge and awareness.
- To undertake any other such duties or general tasks and hours of work as may reasonably be required and any other responsibilities, which may from time to time, be delegated by your manager.
- A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in the post.
- This job description will be reviewed and amended in the light of changing professional demands.

Treloar Trust
Nov 2025

PERSON SPECIFICATION – Senior Clinical Administrator

MINIMUM CRITERIA	DESIRABLE CRITERIA
Qualifications 1. Educated to A level or equivalent	• Certificate / Diploma in Primary Care and Health Management or equivalent qualifications/experience • Educated to degree level. • Customer service training.
Knowledge and Experience 1. Office management. 2. Experience of supporting senior managers. 3. Proactive management of regular and ad-hoc meetings (circulation of agendas/ reports / minutes/ action follow-up). 4. Project management. 5. Experience of customer service environment. 6. Experience of a busy working environment with changing priorities. 7. Report writing and data analysis. 8. Experience in working with sensitive information, compliant with GDPR.	• Experience of working in a healthcare setting e.g. Practice Management, medical secretary. • Experience of being a Personal Assistant • People management; induction, performance and sickness management.
Skills and Abilities 1. Proficient with Microsoft products (0365, Word, Outlook, Excel, SharePoint, Teams and other associated apps) to an advanced level. 2. Excellent verbal and written communication skills. 3. A high level of organisation and co-ordinating skills. Ability to manage a number of projects simultaneously. 4. Able to design and implement efficient administrative processes. 5. Diary and/or staff rota management. 6. Time management. Must be able to manage own workload and work to deadlines. 7. Able to anticipate the needs of senior managers. 8. Able to manage/oversee the workload of others.	• Experience of SharePoint • Experience of formatting long documents
Personal Qualities 1. Motivated and able to use initiative. 2. A team player with a flexible approach. 3. A positive 'can do' attitude. 4. Discreet, with the ability to ensure confidentiality of information. 5. Resilient, calm, and supportive manner. 6. A commitment to promoting and safeguarding the welfare of students.	
Personal Circumstances Ability to work flexibility, on occasion, to meet department needs	
TRELOAR TRUST IS COMMITTED TO SAFEGUARDING CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS All successful candidates will be subject to a DBS Check along with other relevant employment checks	

BOTH THE JOB DESCRIPTION AND THE PERSON SPECIFICATION ARE SUBJECT TO
THE TRUST'S EQUAL OPPORTUNITIES POLICY