

Westbury Hill  
Westbury on Trym

Bristol  
BS9 3AA

Telephone 0117 962 3406

[www.westburysurgery.co.uk](https://www.grmc.nhs.uk/)

**IT and Digital Transformations Administrator**

A building with cars parked in front of it

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2025

*Member of the Affinity PCN*

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Thank you for your interest in this vacancy. The following information provides details of the post as well as a profile of Westbury on Trym Primary Care Centre.

**Overview**

This post provides an opportunity for a suitably qualified candidate with the right skills and mindset to join our friendly and dedicated Support team as our IT and Digital Transformations Lead.

The suitable candidate will work flexibly within the role and adapt to the Practice needs. The individual will work on a range of projects the PCN is involved in, this includes improving telephony, digital triage, online signposting, digital wayfinding, promotion of the NHS App and optimising the use of clinical systems.

The individual will be on hand to support individuals day-to-day use of IT and will join the workflow team to code incoming letters in addition to their IT and Digital Transformation responsibilities.

The ideal candidate will be confident in their use of IT and ideally have experience working with Emis Web and Docman. They must be forward thinking and proactively explore IT solutions as they arise.

**Interview details and selection process**

You will be informed by email soon after the closing date if you have been invited for an interview. Interviews dates have not yet been confirmed, but we will be flexible on the date and time wherever possible.

**Practice profile**

We are a friendly teaching practice providing primary care services in Bristol. We strive to provide an excellent clinical and administrative service to our patients with our hardworking team. We are a practice in the centre of Westbury on Trym in a new purpose-built building serving our community. Currently we have in the region of 12,000 patients registered.

Westbury On Trym is situated in the heart of Northwest Bristol. This is a beautiful area of the city for families and professionals and there is an above-average elderly population. This gives the practice an interesting mix. It is a lovely place to live and work if you are considering moving to the area.

The premises are owned by the partnership and are modern, purpose-built and inviting to staff and patients alike. You will be supported by our excellent reception manager and the whole practice team is here to help.

There is a strong team ethos within the practice and it is very important to the partners that this is maintained and developed. Continuous training and development are important and encouraged.

We are committed to a patient-centred methodology and have an open and friendly approach. We work well as a team and offer a full range of primary care services to patients. This is reflected in our vision and values:

**W**orking together

**O**pen and honest

**T**argeting sustainability

**P**atient-centred

**C**ommunity focused

**C**ompassionate

**Vision:** Excellent Healthcare Delivered with Compassion

**Key Responsibilities**

The following are the core responsibilities of this role. There may be, on occasion, a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels.

IT responsibilities

* Running patient searches and requested reporting data
* Administration of IT databases, user accounts, housekeeping
* To act as the IT point of contact when colleagues need support. For example, software, smartcard ad printer issues
* Involvement in IT upgrades as required
* Monitor the Surgery’s Jayex display and call screens
* Ensure all IT issues are resolved and escalated in a timely manner and provide local training as necessary.

Communication

* Produce regular updates for patients
* Produce regular updates for staff – including the weekly Newsletter
* Link with Patient Board and help operationalise any patient-initiated plans as assigned by the Practice Manager
* Ensure the surgery website is updated regularly and is fully compliant.
* Monitor and update all social media platforms.

Digital Transformations

* Support the Surgery in the adoption of new technology to enhance patient access and experience. This includes engaging in the exploration of Artificial Intelligence.
* Ensure the digital and operational transformation is embedded an aligned with system and national strategies, working closely with the ICB Digital Team and Practice Manager
* Build relationships and facilities collaboration between practice within the PCN to support the delivery to patients
* Support the effective adoption of national and local initiatives, including integrated working at neighbourhood and place level to improve access to patient services
* Use data to understand demand, capacity, and activity – helping to drive improvement in patient experience of access.
* Support population health management

Workflow Optimisation

* Code all incoming letters
* Direct incoming letters as appropriately
* Request tests
* Code and manage discharge summaries
* Correctly scan and file incoming documents and establish and maintain filing and administrative systems.

Other Responsibilities

* General administration tasks
* Cover Reception in urgent situations
* Support the Surgery in its review of Policies and Procedures as required
* Assigned recall work

**Person Specification**

|  |  |
| --- | --- |
| Essential | Desirable |
| * Evidence of a sound education to a minimum A level standard or equivalent * Evidence of a commitment to continuing professional development * Experience of being able to promote teamwork * Personal circumstances that allow for flexibility outside normal working hours occasionally * Experience of editing website(s) * Experience of posting on social medica in a professional capacity * A ‘solution focused’ approach to problem solving * Fast learning ability * Excellent communication (oral and written) and interpersonal skills * Approachable with the ability to listen and empathise * Excellent IT skills * Good time management * Patient/Customer service experience * Able to manage change and cope with pressure * Adaptable and innovative * Enthusiastic with energy and drive * Confidential and conscientious * Hard working, reliable and resourceful | * Advanced qualifications relevant to this role * Experience of working with regulatory bodies * Project management skills * Networking and facilitation * The ability to travel to meetings * Good sense of humour * Experience of using EMIS Web * Experience of using Docman |

**The Principal Contract terms**

The post holder will receive an hourly rate in the range of £12.00 - £12.55 depending on experience (with a pay review in line with the minimum wage increase in April 2025).

The post if for 26 hours a week and we can discuss days and hours at interview. It would be helpful if you make your availability clear in your application.

You will accrue pro-rata annual leave. The full-time equivalent for one year is 33 days including Bank Holidays. Leave is taken in accordance with our staff handbook and is calculated and accrued pro-rata.

The contract includes membership with the NHS Pension Scheme.

In addition we offer a cycle to work scheme (and shower on site for those who wish to use it following a bike ride), NHS staff discounts through the Blue Light Card and Practice socials.

As part of personal and professional development the individual will participate in an annual individual performance review, including taking responsibility for maintaining a record of their own personal and/or professional development.

There will be a mutual assessment period of six months with a review at month 1, 3 and 6. During this probationary period notice will be one week. Thereafter, the period of notice will be one calendar month.

**We wish you the best of luck with your application!**