



**predicting a
healthier future**

Clinical Team Administrator

Remote-first role



Are you an organised and detail-oriented administrator looking to make a real impact in healthcare? We are seeking a Team Administrator to support our Clinical Coaching Programme, which empowers patients through AI-driven, proactive health coaching. This is a fantastic opportunity to work in an innovative, patient-focused environment where your administrative skills will help drive better health outcomes.

This is a remote-first role, perfect for someone who enjoys working from home with the flexibility of quarterly in-person meetings

At HN, we combine technology with human-led coaching to improve lives. If you thrive in a dynamic setting, enjoy working with healthcare professionals, and have excellent coordination skills, we would love to hear from you!

Position in Organisation

Reports to: Clinical Team Lead

Budget Responsibilities: N/A

Core Purpose of the Role

As a Team Administrator, you will be the backbone of our clinical coaching team, ensuring smooth operations and effective communication between patients and Clinical Coaches. Your role will include:

- **Scheduling & Coordination:** Managing patient appointments, handling queries, and ensuring efficient service delivery.
- **Data Management & Reporting:** Updating patient records, maintaining accurate databases, and supporting clinical reporting.
- **Team & Operational Support:** Assisting the Clinical Team Lead, resolving administrative challenges, and helping to enhance service efficiency.

If you are a problem-solver with strong IT and communication skills, this is an excellent opportunity to contribute to an exciting healthcare innovation while developing your career in a supportive and flexible environment

About HN

HN is an innovative organisation that empowers patients through AI-driven tools and proactive health coaching. Our mission is to improve health outcomes, reduce inequalities, and create a personalised care experience.

We are committed to building a diverse, inclusive team of healthcare professionals. We encourage applicants from all ethnicities, cultural backgrounds, and language proficiencies to apply, helping us serve our diverse community in North East London.

Job Responsibilities

The Team Administrator plays a critical role in ensuring the smooth operation of the Clinical Coaching Programme. You will provide administrative support to a multidisciplinary team of Clinical Coaches who work with patients to improve their health outcomes through personalised, AI-guided interventions. This role involves coordinating patient communications, managing data systems, and supporting the overall efficiency of the clinical team.

Principal Responsibilities:

Administrative Support & Coordination

- Provide real-time scheduling support by booking patient assessments and preventing scheduling conflicts.
- Track patient status and update HN systems (Engage and Proactive) to ensure accurate and timely data management.
- Compile and maintain up-to-date information on local and national community services for patient referrals.
- Input data into spreadsheets and ensure daily submission of statistics to the Clinical Team Lead.
- Manage correspondence, including providing GP practices and patients with discharge summaries and updates.
- Use external mailing systems to distribute letters and follow-up documentation.
- Respond to general patient queries via phone and email, offering high-quality customer service.
- Perform ad-hoc administrative tasks, such as sending appointment reminders and taking meeting minutes.

Patient Engagement & Liaison

- Call prospective patients to introduce the Clinical Coaching Programme and recruit them into the service.

- Update patient outcomes on external data management systems, including EMIS, Cerner, and NHS Spine.
- Liaise with the Data Engineering Team to report software concerns and ensure smooth data integration.

Operational & Team Support

- Resolve administrative problems and inquiries promptly to support clinical workflow.
- Assist the Clinical Team Lead in monitoring operational performance and ensuring data accuracy.
- Contribute to continuous service improvement by identifying process inefficiencies and suggesting solutions.

Key Performance Indicators (KPIs)

- Positive feedback from Clinical Coaches and Clinical Team Lead.
- Timely and accurate data entry and reporting.
- Efficient management of patient scheduling and communications.
- High-quality administrative support contributing to smooth team operations.

Values & Behaviours

HN is a values-driven organisation, and therefore, the job holder will be expected to live the values of the organisation and integrate these values into every aspect of their role.

This role is specifically important in respect of Culture and Values and therefore must be a role model in demonstrating the organisational values within their own individual role.

Skills, Knowledge & Experience

Experience

Essential

- Clear and concise written and spoken communication skills.
- Strong IT skills, proficient in Microsoft Office (Word, Excel).
- Excellent telephone manner and customer service skills.

- Ability to multi-task and manage competing priorities in a fast-paced environment.
- Strong attention to detail and time management skills.
- Friendly, collaborative, and flexible attitude with a problem-solving mindset.
- Knowledge of administrative procedures, including electronic filing and record-keeping

Desirable

- Experience providing administrative support in healthcare, social care, or similar settings.
- Experience working in multidisciplinary healthcare teams.
- Awareness of safeguarding procedures and medical terminology.
- Familiarity with NHS systems such as EMIS, Cerner, and NHS Spine.
- Patient liaison or customer service experience in a healthcare setting.
- Experience using VoIP phone systems.
- Additional language skills to support diverse patient populations.

Additional Information

In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

HN is fully committed to safeguarding the welfare of all vulnerable individuals and groups and takes all reasonable steps to protect them from harm. All staff will receive appropriate training and induction so that they understand their roles and responsibilities and are confident about carrying them out.

Application Process

To apply for this exciting opportunity, please submit your application on NHS Jobs at the link below:

<https://beta.jobs.nhs.uk/candidate/jobadvert/E0015-25-0002>

All applications must be received by 31st March 2025.

We look forward to reviewing your application.

Interview Date:

Interviews are expected to take place on 14th and 15th April 2025.



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