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## Flexible Workforce Administrator

Job Title: Flexible Workforce Administrator.  
Location: Remote.  
Directorate: Primary Care. (NHS England & the devolved nations)  
Reports to: GPS HR Department.

### Job summary.

Are you a dynamic and organised professional with a talent for managing and coordinating flexible staffing solutions? We are seeking a dedicated flexible workforce administrator to join our team, playing a crucial role in ensuring the seamless operation of primary care services across the UK. In this pivotal position, you will oversee the deployment and scheduling of healthcare professionals, ensuring that staffing needs are met efficiently while accommodating the varying availability of our diverse workforce.

This role offers the exciting challenge of developing and implementing effective rostering systems, maintaining accurate records of staff qualifications and availabilities, and liaising with both internal teams and external partners to anticipate and meet staffing requirements. Your proactive problem-solving skills will be essential in addressing last-minute changes or shortages, and your ability to negotiate and secure additional staff as needed will ensure the continued delivery of high-quality care. If you are passionate about optimising workforce efficiency and have a strong background in workforce management, we invite you to apply for this rewarding opportunity.

### Key responsibilities.

#### Staffing coordination.

- Oversee the deployment and scheduling of healthcare professionals to ensure optimal coverage across all primary care services.
- Develop and implement efficient rostering systems to accommodate the varying availability of staff while meeting organisational needs.

#### Data management.

- Maintain accurate and up-to-date records of staff qualifications, availabilities, and certifications using workforce management software.
- Monitor staffing levels and identify potential gaps, proactively addressing any shortages or scheduling conflicts.

#### Liaison and communication.

- Collaborate with internal teams and external partners to forecast staffing requirements and develop strategies to meet demand.
- Communicate effectively with healthcare professionals to confirm schedules, changes, and availability.

#### Problem solving and negotiation.

- Employ proactive problem-solving skills to address last-minute changes, shortages, or unexpected staffing issues.
- Negotiate and secure additional staff resources as needed to ensure continuous service delivery.

#### Continuous improvement.

- Identify opportunities for process improvement and implement changes to enhance workforce efficiency and effectiveness.
- Stay informed of industry best practices and incorporate innovative solutions into workforce management strategies.

#### Person specification.

##### Qualifications & experience.

- Bachelor's degree in business administration, human resources, or a related field, or equivalent experience.
- Certification in workforce management or scheduling is desirable.
- Proven experience in managing and coordinating flexible staffing solutions within a primary care or healthcare setting.
- Experience in using workforce management software and rostering tools.

##### Skills and competencies.

- Strong organisational and time-management skills, with the ability to manage multiple priorities and meet deadlines.
- Excellent communication and interpersonal skills, capable of building strong relationships with staff and stakeholders.
- Proficient in data analysis and reporting, with a keen eye for detail and accuracy.

##### Knowledge.

- In-depth understanding of workforce management principles and best practices.
- Familiarity with NHS policies, staffing regulations, and compliance standards.
- Awareness of the challenges and opportunities associated with managing a flexible workforce.

##### Personal attributes.

- Proactive and adaptable, with a strong commitment to operational excellence.
- Ability to work independently and collaboratively within a team environment.
- Strong problem-solving skills and the ability to think strategically and innovatively.

#### Why join us?

- Impact.  
Make a real difference in the health and well-being of communities.
- Growth.  
Opportunities for professional development and career progression.
- Flexibility.  
Various work arrangements available to suit your lifestyle.
- Team spirit.  
Join a supportive and dynamic team dedicated to high-quality patient care.

### Special requirements.

- Flexible working hours.  
Willingness to work flexible hours, including evenings or weekends, to meet patient needs.
- Driving requirements.  
A full driving licence and access to a vehicle may be necessary.

### Application process.

If you are excited by the challenge of coordinating flexible staffing solutions and ensuring the efficient operation of primary care services, we invite you to apply. Submit your application through our website to join a team dedicated to optimising workforce efficiency and delivering high-quality patient care across the UK. This role offers a unique opportunity to make a significant impact in healthcare service delivery and advance your career in workforce management. We offer this position predominantly on a remote basis with occasional travel to our regional offices.