

# NHS IAPT Administrator - Bank

Location: Remote/Home Working  
Hours: Flexible to suit service needs  
Salary: £9-£9.50 per hour dependent on experience

## Would you like:

- ✔ To work for an award-winning specialist healthcare company that is dedicated on improving and delivering services rather than delivering the same for less?
- ✔ Outstanding personal development and CPD opportunities?
- ✔ Flexibility that enables you to balance your work life and personal commitments?

If you answered yes to the above Vita Health Group is your perfect next employer!

## The Role:

- ✔ The ideal candidate will be flexible in being able to work shifts at short notice between the hours of 8am-8pm Monday-Friday and 9am-1pm on Saturdays as needed by the IAPT service administration team. Working as a Bank IAPT administrator to support the IAPT administration teams ensure the smooth running of the NHS IAPT services, through the provision of effective and efficient administrative services for NHS patients, referring GP's, healthcare professionals and CCG contacts. Working as part of the IAPT Administration Team you will be responsible for ensuring referrals are processed with high levels of accuracy and within a targeted timeframe and treatment appointments are booked in a timely manner.
- ✔ A keen eye for detail, being a quick learner and the ability to multi-task is key to the success of this role. The most challenging part of this role is that you will have daily contact with clients who may be distressed. You will need to demonstrate an appropriate professionalism and empathy towards all clients and colleagues.

## Skills and Experience:

### Essential:

- 🌱 Qualifications – GCSE Maths and English grade at C or above or equivalent.
- 🌱 Quick Learner and adaptable to different processes
- 🌱 Strong communication skills
- 🌱 Computer Literate
- 🌱 High levels of accuracy and attention to detail
- 🌱 Excellent customer relationship skills
- 🌱 Ability to work within a team and to be able to take your own initiative when needed
- 🌱 Personal resilience and ability to deal with emotionally distressed service users
- 🌱 The ability to build relationships
- 🌱 Flexibility in working hours and be available at short notice.

### Desirable:

- 🌱 Previous experience working with a mental health service or medical environment is desirable.

## The Company:

Vita Health Group is a leading UK healthcare provider with over 30 years' experience delivering best in class physical and mental health services across corporates, NHS and private patients.

We comprise of three leading UK healthcare providers, each with their own great reputation within the healthcare industry; RehabWorks, Workplace Wellness and Crystal Palace Physio Group.

## Why Vita Health Group?

Our company purpose is “to make people better” which is inclusive of everyone we treat. In order to achieve this, we strongly believe in our company values:

- 🌱 Leadership
- 🌱 Customer Focussed
- 🌱 People Centred
- 🌱 Quality
- 🌱 Integrity

Our values provide the building blocks for us to achieve the Vita Health Group vision to be the UKs Leading Healthcare Provider of best in class Physical and Mental Health Solutions.













We are proud to be an inclusive, equal opportunities employer and value excellence in everything we do. We have a strong focus on supporting and developing our employees and are keen to bring on board candidates that share our vision to be a workplace of choice.

We continually look at attracting the very best people from the widest talent pool. As a Disability Confident Committed Employer, we are dedicated to ensuring that all candidates are treated fairly throughout the recruitment process.

Should you wish to discuss any adjustment that you might need in the applications process, you can do so by visiting our website and clicking on “contact us” button located at the top right of the page. Please dial the number for our head office in Bury St Edmunds and ask to speak to a member of our recruitment team who will be happy to discuss your requirements.

## Benefit Package

The role offers a comprehensive benefits package including but not limited to:

-  Enhanced annual leave
-  Continued Professional Development opportunities and comprehensive training provided
-  Company pension scheme
-  Life Assurance insurance
-  Online benefits portal, including high street discounts and a wellbeing zone
-  Enhanced maternity, paternity and adoption leave
-  Benenden health cover
-  Length of service awards
-  Ability to work from home when required and where possible (min 5mb download speed required)
-  Employee Assistant Program

## How to Apply

Please click on the “Apply with Indeed” button below where you can submit a copy of your CV.

Please submit a copy of your CV for review via the NHS jobs apply section

Please email a copy of your CV clearly stating the role and location that you wish to apply for to [recruitment@vhg.co.uk](mailto:recruitment@vhg.co.uk)

Any data which you share with us throughout the hiring process will be stored securely within the UK and is accessible only by staff who require it. Should your application be unsuccessful, your data will be securely destroyed after 6 months.

Vita Health Group is an equal opportunities and Disability Confident Committed Employer. We positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.



We are committed to supporting wellbeing for all employees and are associated with the MINDFUL EMPLOYER Charter for Employers who are Positive About Mental Health.

Please note, all applicants must be legally entitled to accept and perform work in the UK and all positions are subject to a DBS check.

## Version Control

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Version:	Date:	Summary of Changes
V1.1	03.12.19	Document copied onto authorised VHG branded Policy Template (original had no coding)

