



Job Description

Job Title: Digital and Administrative Coordinator

Location: Across the 9 GP practices within Venn Primary Care Network (PCN), Hull

Full Driving License and use of own car

Salary: Band 3 – £24,071 (pro rata)

Hours: 25 hours per week (across 4 days- Tuesday, Wednesday, Thursday and Friday)- Contract via Sutton Manor Surgery

Reports To: Strategic/Transformation/Operational Lead

Contract Type: Fixed-term (7 months) Position starts in September 2025

Job Purpose

We are seeking a proactive and digitally confident Digital and Administrative Coordinator to support the delivery of digital transformation and administrative projects across Venn PCN. This role is pivotal in promoting the use of NHS digital tools (such as the NHS App), supporting patients and staff in digital adoption, and ensuring the smooth coordination of key initiatives.

You will work closely with clinical and non-clinical teams across our 9 practices to enhance patient experience, improve access to services, and contribute to the development of a more digitally inclusive healthcare environment.

Key Responsibilities

Digital Coordination

- Champion the use of NHS digital tools (e.g., NHS App, online consultations, electronic prescriptions).
- Deliver digital support clinics to help patients access and use digital services confidently.



- Provide training and guidance to staff and patients on digital platforms.
- Identify and support digitally excluded or vulnerable patients, promoting digital inclusion.
- Collaborate with patient groups, community organisations, and stakeholders to raise awareness of digital services.
- Maintain accurate digital records in line with NHS data protection and information governance standards.
- Collect, analyse, and report on data to evaluate the impact of digital initiatives.
- Contribute to continuous improvement by identifying opportunities for innovation and efficiency.

Administrative and Project Support

- Support the coordination and delivery of PCN-wide projects and service improvement initiatives.
- Prepare project documentation, monitor timelines, and track progress against objectives.
- Liaise with internal and external stakeholders to ensure effective project delivery.
- Conduct audits, gather patient feedback, and contribute to evaluation reports.
- Contact patients to book appointments for Venn PCN services and initiatives.

Skills and Experience

Essential

- Strong administrative and organisational skills.
- Excellent written and verbal communication skills.
- Ability to manage multiple priorities and work independently.
- Experience in an administrative or digital support role.
- Proficiency in Microsoft Office 365 and familiarity with NHS digital systems.
- Understanding of confidentiality, data protection, and NHS values.

Desirable

- Experience supporting digital transformation
- Previous experience in healthcare or NHS setting.
- Knowledge of NHS digital transformation frameworks (e.g., What Good Looks Like, Digital Front Door).

Personal Attributes

- Proactive and solution-focused with a can-do attitude.
- Detail-oriented with a high level of accuracy.
- Flexible and adaptable to change in a fast-paced environment.
- A collaborative team player committed to continuous improvement.



- Patient-centred, with a passion for improving healthcare access and experience.
- Aligned with the NHS Constitution and Venn PCN values.

About Us

At Venn PCN, we are committed to delivering accessible, high quality healthcare services to our community. As a primary care network, we serve as a vital link between practices, allied health professionals, and community resources - working together to enhance patient care and improve health outcomes.

We have 9 practices within Venn PCN:

Sutton Manor Surgery

St Ives Close, Wawne Road, Hull, HU7 4PT

CHCP (City Health Care Partnership)

The Quays, 2nd Floor Wilberforce Health Centre, 6-10 Story Street, Hull, HU1 3SA

East Park Practice, 2nd Floor Wilberforce Health Centre, 6-10 Story Street, Hull, HU1 3SA

Riverside Medical Centre, The Octagon, Walker Street, Hull, HU3 2RA

CHPL (City Health Practice Limited)

Field View Surgery, 840 Beverley Road, Hull, HU6 7HP

Southcoates Medical Centre, 225 Newbridge Road, Garden Village, Hull, HU9 2LR

Bransholme South Health Centre, Goodhart Road, Bransholme, Hull, HU7 4DW

The Bridge Group Practice

The Orchard Centre, 210 Orchard Road, Hull, HU6 9BX

Elliott Chappell Health Centre, 215 Hessle Road, Hull, HU3 4BB