



Several vacancies may be available - multiple selections may be made

<b>Job Title:</b>	<b>Medical Support Assistant S-0679-04</b>
<b>Location:</b>	<b>RAF Mildenhall</b>
<b>Vacancy Number:</b>	<b>405176</b>
<b>Close Date:</b>	<b>9 July 2026</b>
<b>Hours and Schedule:</b>	<b>37.5 hours on a fixed schedule Mon- Fri</b>
<b>Hourly Pay:</b>	<b>£13.75 – £18.37</b>

### Benefits:

- **Competitive Salary:** the starting salary for this position is £13.75
- **Holiday:** 25 Days Annual Leave + UK Bank holidays
- **Paid Sick Leave**
- **Pension Scheme**
- **Free On-Site Parking**
- **Employee extras such as:** Life Assurance scheme, Employee Assistance Program, Specialized Training, Developmental Opportunities, Receive time off, cash, and honorary awards for significant contributions

### Job Description:

You will perform a variety of receptionist, record keeping, and miscellaneous administrative support work associated with the care and services provided in medical wards, clinics, or other such departments of a medical facility. Your duties will include receiving and directing telephone calls, messages, and patients/visitors, arranging and scheduling medical appointments and determine patient eligibility for services. In addition to the above, you will use multiple office automation software with varied functions to produce a wide range of documents, formats, etc.

### Qualifications and Key skills:

You must be a be a proficient typist and have one year of experience as per the key skills listed below:

- Knowledge of general office administrative and clerical procedures to perform receptionist duties, answer telephone, distribute mail, maintain office files/forms, and order supplies; and correct grammar, spelling, punctuation, capitalization, and format to accurately prepare and edit written documents and reports.
- Knowledge of various office automation software programs, tools, and techniques to support office operations and produce a variety of documents such as letters, reports, spreadsheets, databases, and graphs.

- Skill in typing.
- Ability to learn the facility's functions, rules, and procedures sufficient to receive patients/visitors or telephone calls, determine patient eligibility, schedule appointments, relay general instructions to patients, make referrals to other units, and obtain, update, and file needed medical records; and to learn medical terminology used by the facility.
- Ability to organize and research patient records, extract needed information, and review records for completeness, accuracy, and consistency within established guidelines.

## Conditions of employment

- You will be required to handle and safeguard sensitive information in accordance with applicable US and UK laws, rules and regulations. This position may also be coded as mission essential.
- You may be required to travel by military and/or civilian aircraft, and you may also be required to travel to the US or other country, in the performance of official duties or attend necessary training.
- You will be required to complete a 6-month probationary period.
- Start & end times may be modified due to mission needs and in accordance with organization's flexible working policies. Overtime may be required and you may be assigned other duties not included in this position description, but that are appropriate to the grade and skill set of the incumbent.
- You must be able to communicate effectively both orally and in writing.

**NOTE:** You will require a security clearance and a right to work in the UK

This position may have certain restrictions on US citizens including US dual nationals due to the Status of Forces Agreement. For additional information contact the LNDH team on 01638 544955.

**LNDH Application:** <https://forms.osi.apps.mil/r/HiHn37upJw>

Supporting Documents to be submitted via email to [100fss.fsmc6@us.af.mil](mailto:100fss.fsmc6@us.af.mil)