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Administrative Assistant Nursing and Care

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Job reference: 237606

Salary: Band 3 (£28,011 - £30,230)

Job closing date: 06/02/2026

Job Type: Administrative Services

Location: NHS 24 Regional Centres (Hybrid Working)

Employment type: Permanent

Hours Per Week: 37

Job posted date: 23/01/2026

Employer (NHS Board): NHS 24

Department: HQ Nursing and Care

Job Advert



Administrative Assistant – Nursing and Care

Are you an experienced Administrator looking for a new opportunity?

Do you have experience of working in a fast-paced environment within a large organisation?

Are you passionate about engaging with others and working as part of a team to achieve shared goals?

Who We Are

As NHS Scotland's unique provider of a national tele-health and tele-care service, we are responsible for the delivery of health advice and information by telephone and online services to the population of Scotland 24 hours a day, 365 days a year. NHS 24 is a patient-focused service providing the people of Scotland with triage, advice, guidance, referral and information on health and healthcare services.

We have five regional centres – Aberdeen, Dundee, South Queensferry, Cardonald and Clydebank. **NHS 24 supports hybrid working, and this post can be based within any NHS 24 regional centres.** The successful candidate must be within commuting distance to a regional centre to attend if required and must also be able to travel to other regional centres when requested to attend meetings, undertake training and any other activities.

The Role

The Post holder will report to the Associate Director of Nursing and Care within the Nursing and Care Directorate and will provide a professional, and highly effective administrative service. The Administrative Assistant is responsible for the development and maintenance of a wide range of administrative and support services to enable the Nursing and Care Directorate to operate most effectively and contribute to the overall work by facilitating and supporting several key areas.

The post holder will work with the Executive PA and colleagues across the directorate to provide high quality administrative support to the Lead Nurses and Nurse Consultant operating across the Nursing & Care, Mental Health & Learning Disabilities and Public Protection functions.

Key Responsibilities

- Develop, implement and maintain systems to ensure the efficiency of the Lead Nurses roles both internally and externally, supporting and reinforcing the values and behaviours of NHS 24.
- Ensuring effective continued operation of key functions during the frequent periods in which the Lead Nurses are out of the office on business activities, including liaising with senior internal colleagues and external parties and taking appropriate action and decision-making.
- Manage the Lead Nurses diary scheduling and allocating appointments, co-ordinating meetings, liaising with contacts (internal and external) and making the necessary arrangements in respect of accommodation and travel requirements. Ensure they are advised of any commitments and advised of any changes, often accommodating required changes at short notice.
- Develop and maintain an effective online filing system, which provides the Directorate with the necessary paperwork for all meetings, keeping files up to date.
- Arrange meetings for the Lead Nurses, including but not limited to Scottish Government Health Directorates, National NHS Scotland Groups, and NHS Scotland Boards, IJBs, 3rd Sector), facilitating best use of time for all attendees. This includes arranging suitable venues, hospitality and equipment.

Successful Applicant will:

- Educated to SCQF level 5 or equivalent with extensive experience working to Senior Management level in a dynamic open plan office environment.
- Have the ability to demonstrate an all-round professional attitude to performing the varied tasks required - which will sometimes be under tight time constraints.
- Be well-organised and methodical in the approach to handling the workload efficiently.
- Have excellent working knowledge of MS Office packages including Word, Excel, PowerPoint and Microsoft Outlook.
- Be able to apply a sense of perspective on dealing with multiple tasks.

Benefits

NHS 24 offers a complete benefits package, with a permanent contract on Band 3 with a salary ranging from £28,011 - £30,230 Per Annum (pro rata if applicable). Placement on salary scale is dependent on confirmation of previous relevant NHS service.

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, Cycle to Work Scheme, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata
- Development opportunities including study bursaries, e-learning and classroom-based courses
- Enhanced pay for working public holidays
- Enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

This is an excellent opportunity for a motivated and experienced individual who is looking for a challenging and rewarding role that will contribute to the success of a public organisation.

Interested?

Please download the [Job Pack and Person Specification](#) for full details of NHS 24 and this opportunity as well as the [Digital Candidate Application Guide](#) which will support you in your application.

We recommend that prior to application candidates read all the information provided in the Job Pack as it contains much of the information about NHS 24 and this vacancy to support a successful application.

Important update regarding working hours at NHS Scotland. Effective from 1 April 2026, the full-time working week will be reduced from 37 to 36 hours, while annual salaries will remain unchanged. For part-time staff, this reduction will be applied on a pro-rata basis for those employed on the 31 March 2026. Please note, this change will be reflected in any job advertisements, offers, or contracts of employment issued, as it constitutes a required contractual modification concerning working hours.

Our mission at NHS 24 is to create a workplace where everyone feels welcome, valued and part of the team. As an organisation that promotes inclusion, we celebrate difference, and we encourage everyone who joins us to be themselves at work.

We are progressing an Anti-Racism Action Plan, which builds on our existing equalities work, and this will help us to measure our progress towards becoming an anti-racist organisation.

NHS 24 is an equal opportunities employer committed to advancing equality and particularly welcomes applications from groups of people currently underrepresented within the workforce. We are a committed participant in the Disability Confident Leader Scheme and guarantee to interview all disabled applicants who meet the minimum essential criteria for our vacancies.

To work in the United Kingdom, there is a legal requirement for an individual to demonstrate that they have the relevant permission to work in the country. This permission is, without exception, granted by the UK Visa and Immigrations Service.

As part of the pre-employment checks for a preferred candidate, NHS Scotland Boards will check your entitlement to work in the UK. It can be evidenced through a number of routes including specific types of visas as well as EU settled and pre-settled status. To find out more about these routes of permission, please refer to the GOV.UK website [here](https://www.gov.uk).


Please note that NHS 24 is NOT licensed to issue certificates of sponsorship under current UK Visas and Immigration (UKVI) regulations. Applicants must have the right to work in the UK without requiring sponsorship to work with us.

It is **ESSENTIAL** that you have checked that you either already have an appropriate right to work in the UK or that the post would be eligible to be sponsored **BEFORE** submitting your application form.

Take a look around the company

<https://jobs.scot.nhs.uk/>

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