

Name: Nasrin Sultana
Certificate of Higher Education in Employability Skills
LEVEL 4
Professional Career Development
BMSW4012
PART 2
Module Lead: Muhammad Cassamo

Company Name: Newport Dental surgery

Job Title and Salary	Office administrator- £30,000 per annum.
Hour Requirement	Full time Monday-Friday (40 Hours per week)
About Us	Newport Dental Surgery is a trusted and modern medical practice located in Rogerstone, Newport, NP10 9XX, providing high-quality patient-centred care in dental health, and preventative services. Our clinic is committed to delivering accessible and efficient care in a welcoming and respectful environment. The Office Administrator reports directly to the Practice Manager and works closely with medical practitioners, reception staff, and patients. This vital role ensures the smooth running of administrative functions that support day-to-day operations of the clinic. We are looking for a highly organised and professional individual who has strong administrative experience, a warm and approachable manner, and the ability to remain calm and efficient in a busy healthcare setting.
Job Responsibilities	The day to day responsibilities include: • Greeting patients and organising their appointments. • Managing and maintaining patient records using clinical software systems. • Coordinating internal communication between departments and staff • Providing accurate and well informed responses to any patient queries. • Ordering and monitoring office and health related equipment. • Handling confidential information in compliance with GDPR and NHS policies
Qualifications required	• Prior experience in any clerical/administrative role. • Strong IT skills. • GCSE grades (A-C) in English and Maths. • Degree or relevant level 6 qualification.
Preferred Skills:	• Familiarity with NHS software and excel. • Knowledge of patient safety regulations and confidentiality. • Ability to converse in more than one language.
Benefits	• Paid Holiday up to 28 days. • Sick leave. • Pension scheme. • Private healthcare. • Opportunities for progression.

Cover letter

Nasrin Sultana

10 Mendalgief Road

NP20 2HF

Newport.

Dear Hiring Manager,

I am writing to express my interest in the Office Administrator position at Newport Dental Surgery. With experience working in caring for patients, familiarity with NHS systems, and the ability to communicate fluently in multiple languages, I am confident in my ability to contribute effectively to the daily operations and patient care experience at your clinic.

In previous roles, specifically as a nurse, I have had direct contact with patients, managing their queries with empathy and professionalism, both in person and over the phone. I understand the importance of maintaining confidentiality and providing a reassuring first point of contact in a healthcare setting. I am also experienced in using NHS administrative systems such as EMIS and SystmOne, which has allowed me to support clinicians by efficiently handling appointments, referrals, and patient records.

My multilingual skills—including fluency in English, Bengali, Urdu, and Hindi—enable me to communicate with a diverse patient base, which I believe is a valuable asset in promoting inclusivity and patient comfort. I am highly organised, calm under pressure, and skilled in managing time-sensitive administrative duties with accuracy and discretion.

I am eager to contribute to the high standards of care and service at Newport Dental Surgery. I would welcome the opportunity to discuss how my skills and experience align with your team's goals. I am available for an interview at your convenience and can be contacted by phone or email.

Yours sincerely,
Nasrin Sultana.

Nasrin Sultana

10 Mendalgief Road
Newport, NP20 2HF
07376108167
nasrinsultana@gmail.com

EXPERIENCE

Patient Nurse, Newport —Royal Gwent Hospital

August 2009 - PRESENT

I developed key skills here including containing and managing confidential patient information safely and securely. Furthermore I was able to improve my communication skills and empathy when dealing with vulnerable patients.

Receptionist, Newport — Newport clinic

July 2002 - July 2009

I was able to hone in on my phone and in person communication skills whilst gaining crucial NHS software experience.

EDUCATION

University of South Wales , Wales — BSC Hons in Biomedicine

September 1999 - August 2001

Studied Biomedicine at university where I learnt in depth about biology and safe medical practice including modules on ethics.

Cardiff High School, Cardiff— GCSEs and A levels

September 1995 - August 1999

Achieved 6 pass grades at GCSE including English and Maths above grade C.
3 Passing A level grades also.

SKILLS

Communication.

Empathy.

Organisation

Discretion.

LANGUAGES

English (Native)

Bengali (Native)

Urdu (Proficient)

Hindi (Proficient)

