



JOB DESCRIPTION

JOB TITLE:	Receptionist / Administrator
REPORTS TO:	Reception Manager
HOURS:	Various shifts – as advert
NHS SALARY BAND:	WLS Band 2 £18005 (pro rata)

Job Summary:

Reception is the “shop window” of the surgery and plays a very important role in promoting an appropriate image to our patients and the general public. The receptionist must be professional, knowledgeable, relaxed and friendly at all times. The receptionist will receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way, and provide general assistance to the practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone. The receptionist will always use the most up to date templates and information available and ensure that all records are kept accurately and in accordance with the practice policies and procedure note. Receptionist will support the Reception and Administration Manager in compliance with QOF and CQC requirements.

Job Responsibilities:

1. Ensure a friendly, effective and efficient reception service is provided to patients and any other visitors to the practice.
2. Make appointments and check-in patients.
3. Deal with all general enquiries, both in person and by telephone, explaining procedures where necessary.
4. In line with practice policy and using your own judgment and communication skills where necessary, ensure that patients with no prior appointment but who need urgent consultation are seen in a logical and non-disruptive manner.
5. Explain practice arrangements and formal requirements to new patients and those seeking temporary cover and ensure procedures are completed.
6. Receive and make telephone calls as required. Divert calls and take messages, ensuring accuracy of detail and prompt appropriate delivery.
7. Enter requests for home visits into the visit book, ensuring careful recording of all relevant details and where necessary refer to the Duty Doctor.
8. Printing morning and afternoon surgery appointment lists (at 1pm and 6pm) in case of computer failure.

9. Deal with requests for laboratory results.
10. Welcome locums, showing them to the appropriate consulting rooms, and issuing them with the computer password and locum pack.
11. Chaperone GPs when requested.
12. Follow the practice procedure for informing other Health Professionals of patient deaths.
13. Advise patients of relevant charges for private (non General Medical Services) services, accept payment and issue receipts for same.
14. Enter patient information on to the computer as required.
15. Retrieving and up-keeping patient notes and correspondence both manually and electronically
16. Receiving and managing delivers including post and parcels
17. Make and serve refreshments for the Clinical Staff. Ensure the kitchen is kept clean and tidy.
18. Ensure the waiting room is kept clean and tidy throughout the day.
19. Premises:
 - Open up premises at the start of the day when first to arrive, de-activate alarm and make all necessary preparations to receive patients.
 - When last to leave at the end of the day, ensure that the building is totally secured, internal lights are off and the alarm activated, in accordance with the Practice Closing Down routine.
20. Post holder will be expected to support the Reception Manager to cover annual leave and sickness absence when required.
21. Undertake any other additional duties appropriate to the post level as requested by the management team or partners
22. Undertake any administration duties as requested by the Administration Manager in support of the practice team

Confidentiality / GDPR:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.
- Post-holder must comply with the practice's GDPR policy at all times

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.
- Adhere to any risk assessments related to the post as identified by the line manager

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Safeguarding:

It is the responsibility of all staff to be aware of their obligations and responsibility with regards to safeguarding. The post holder will be required to complete training in Adult & Child Safeguarding every 3 years at the level indicated for their role in the Intercollegiate Document. There is also ongoing training required in local safeguarding policies and procedures

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating /sharing skills and activities to others who are undertaking similar work.
- The post-holder will share in the development and improvement of their work area to ensure efficiencies
- The post-holder will develop and promote team work within their area of work as well as other sections ensuring the smooth running of the practice for the patients

Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources.
- Promote a positive experience attitude for all patients visiting the practice or over the phone.
- Promote and develop transparent working relationships with teams across the practice.
- Post-holder must always conduct themselves in a professional manner adhering to all guidance set in the staff handbook.

Communication:

The post-holder should recognize the importance of effective communication within a team and will strive to:

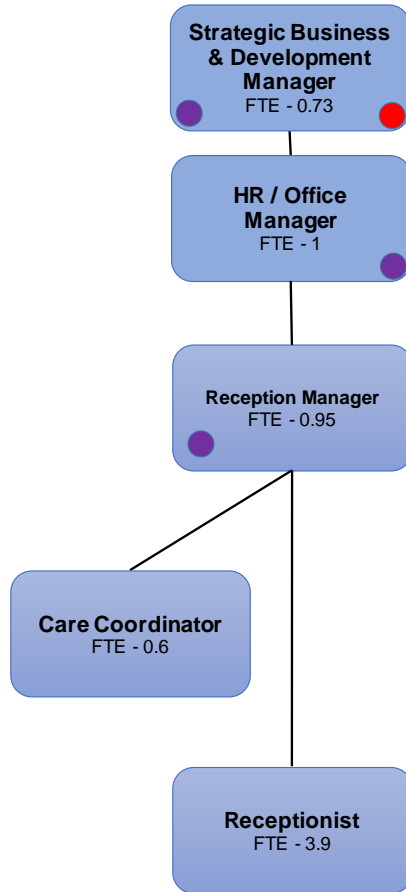
- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation of Services:

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate.
- Responsible for adhering to any changing guidance and procedures related to the role

Responsibility Structure Chart



Date of post job description review	11/03/2022
Reviewed by	Nirmala Kumari
Job Title	Strategic Business & Development Manager
Date approved by Partner	15/03/2022
Name of Partner	Dr J Sherrington

Person Specification

JOB TITLE: Receptionist / Administrator
REPORTS TO: Reception Manager
HOURS: 25 HPW FT flexible
NHS SALARY BAND: Band 2 (pro-rata)

	Essential criteria	Method of assessment
Qualifications	<ul style="list-style-type: none"> • A*-C in GCSE English or equivalent • NVQ level 2 or above in customer services or equivalent • This post is covered by Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent spoken English is an essential requirement for this role. 	AF AF
Knowledge & Experience	<ul style="list-style-type: none"> • Experience in customer focused service environment within NHS or equivalent high volume / demanding • Experience and knowledge of MS office Suite specifically EXCEL and Word • Proficient in use of IT to be able to pick up and use database applications • Experience of reception work in a busy environment 	AF / I AF / I/T AF/ T AF / I
Skills & Abilities	<ul style="list-style-type: none"> • Ability to communicate effectively and accurately both verbally and in writing • Able to communicate a clear and concise manner both on the telephone and face to face • Ability to write clearly and take clear accurate messages • Ability to complete work to the required standards of accuracy and presentation • Able to follow set procedures • Ability to develop and maintain effective working relationships across a wide range 	AF/I AF/I AF/I AF/I AF/I AF/I

	<ul style="list-style-type: none"> of people • Ability to work on own initiative with minimum supervision • Knowledge and understanding of office and reception procedures • Knowledge and understanding of office equipment 	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
Personality and disposition	<ul style="list-style-type: none"> • Patient, professional, pleasant and polite manner • Self-reliant • Able to deal with stressful and / or emergency situations in a calm manner • Able to accept and act on instructions from line manager • Ability to converse with ease with patients and members of the public to provide advice in accurate spoken English 	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
Training	<ul style="list-style-type: none"> • Willing to undertake any job related training 	<p>AF/I</p>
Physical requirements	<ul style="list-style-type: none"> • Good attendance / punctuality record • Professional appearance • Flexible 	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
OTHER	<ul style="list-style-type: none"> • All statutory checks will be carried out for this post including an enhanced DBS check 	<p>I</p>

AF=application form, I= Interview, T=Test, R= references