



JOB TITLE: RECEPTIONIST/ADMINISTRATOR

REPORTS TO: PRACTICE MANAGER

- Shift pattern required:
- 8am - 6.30pm shifts Monday – Friday
- You will be required to assist with holiday/sickness cover
- You may be required to work across both our branch sites at the Whitchurch Surgery and Derrydown Clinic in St. Mary Bourne.
- In return, we offer 25 days annual leave pro rata, in addition to public holidays, company pension and continued training support.
- Job Types: Full time, Permanent, 35 hours
- Salary: From £12.71 an hour

Job description

We are a friendly training GP practice covering across two sites. Our main surgery is in the lovely town of Whitchurch and our dispensing surgery is in a beautiful rural setting based in St Mary Bourne with a stunning lakeview.

We have a vacancy to add to our lovely reception team.

We are looking for an efficient, dynamic and friendly receptionist/administrator to continue to provide reception services to our patients and visitors to our practice. You will direct patients in accessing the appropriate service or healthcare professional either in person or via the telephone. You will also provide administrative support to the practice team where necessary.

You will have experience in administration or working with the public on reception with exceptional I.T. skills and an eye for detail. Ideally in a GP or healthcare setting but not essential as training will be given, you must have excellent communication skills and be committed to great customer service with a willingness to engage in a professional yet sympathetic and compassionate and polite manner.

You will be required to assist with holiday/sickness cover.

	Essential	Desirable
Academic/ Vocational Qualifications/ Registration	• Educated to GCSE standard (or equivalent) • Good general computer skills – experience of using Microsoft office e.g. Word, Excel • Eligible to work in the UK	• Qualification / certificates in customer service • Knowledge of medical terminology
Experience	• Experience of working with the general public, face-to-face and on the telephone. • Experience in an administrative role. • Experience of working in a pressurised environment.	• Experience on a public reception. • Experience of working in a GP practice or walk in centre. • Experience of working in an integrated multi skilled team. • Experience of using EMIS web computer software.
Skills	• Has excellent communication skills both written and oral. • Strong organisational skills. • Excellent administrative skills. • Excellent numeracy and record keeping skills. • Excellent keyboard and computer skills. • Able to be proactive and use own initiative. • Ability to work with minimal supervision and determine own workload priorities. • Able to maintain accurate records. • Able to maintain confidentiality at all times with regards to patients and staff. • Ability to remain impartial and non-judgmental during times of sensitivity, stress and conflict.	

	Essential	
Qualities	• To have a tolerant, patient and empathetic attitude. • Hard working, reliable and flexible • Willing to undertake training relevant to the position. • Adaptable and supportive of change. • Able to work under pressure • Able to work at desired times. • A commitment to equal opportunities in general practice. • An understanding, acceptance and adherence to the need for strict confidentiality.	

Please apply with your C.V. and a covering letter and tell us why you would make our next dynamic receptionist to:-

Lesley Newton – Assistant Practice Manager

Lesley.newton6@nhs.net