

Job Vacancy

Job Title: **Receptionist - Flexible cover**

Hours: Part Time 15.75 hours per week

This new role will incorporate three shifts per week in our busy Patient Services Team. The shifts will vary from week to week depending on the existing rota and will be in chunks of 5.25 hours starting at either start at 8am or at 1pm or at 2.45pm depending on which staff member is away whose shift needs to be covered. The practice hours of opening are between 8am and 8pm and cover is needed on weekdays only.

This post is intended to be entirely flexible to suit the needs of the business by providing regular holiday cover and cover during peak periods which changes on a regular basis.

Contract: Permanent

Grade / Salary:

- £8.95 per hour Eligible for entry into NHS Pension scheme

Terms: *The terms and conditions are in line with statutory entitlements (20 days holiday, statutory sick pay, etc)*

Summary

Leigh View Medical Practice in Tingley (between Wakefield and Leeds) is currently looking to recruit a permanent part time Receptionist to join the Patient Services Team working 3 shifts per week. This role will involve call handling, arriving patients and general administration. The Patient Services Team is a friendly, supportive team which consists of a mixture of Reception Supervisors, Medical Receptionists and a Prescriptions Clerk.

- Ensuring that patients receive a high level of customer service whilst accessing the most appropriate service for their needs.
- Communicating clearly and confidently with patients concerning their appointments and treatment, test results and ensuring professionalism, sensitivity and confidentiality at all times.
- Communicating with staff and external agencies on behalf of the practice.
- Dealing with general enquiries from patients, relatives, and the public.
- Provide general assistance to the Practice team and provide general administration support to the practice, including involvement with data entry, filing, and making outbound telephone calls to patients where required.

The successful candidate

1. Excellent communication skills, including a polite and friendly telephone manner, a constructive solution focused approach and a professional appearance - essential
2. An excellent command of the English language, both verbally and in writing - essential.
3. Highly computer literate and able to use internet, email, Word, Excel - essential
4. An ability to work independently after training.
5. A minimum of 2 years' experience within Customer Services – essential
6. Maths and English GCSE or equivalent at Grade C and above – essential
7. Ability to pass an enhanced C.R.B (Disclosure & Barring Service) check - essential
8. Ability to be entirely flexible (within the overall hours) to cover for absent colleagues - essential
9. If the applicant is a registered patient at the practice, they should be prepared for themselves and immediate family members to register at a different GP surgery - essential.
10. An NVQ Level 1 in Customer Service or Equivalent - desirable

Applications:

The practice operates in line with all good equal opportunities practice. For an application form please email Rebecca Fiddler rebecca.fiddler@nhs.net or collect a paper application form from reception. Do not send C.V.s, as they will not be considered without a fully completed application form. **CLOSING DATE: 12 noon on Friday 15th February 2019**