**Beechwood Group Practice**

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| **Job Title** | Medical Receptionist |

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| **Job Over view** |
| Beechwood Group Practice as part of North Cumbria Primary Care Alliance, are looking for a friendly individual with a calm manner to join our reception team and assist the practice in delivering a high level of care to our patients.  The role is full time (37.5 hours) - receptionist experience ideal, medical receptionist experience would be even better.  We are looking for someone with a flexible attitude to work, the ability to organise work on their own initiative as well as within a team. |

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| **Job Summary** |
| To be responsible for undertaking a wide range of reception duties and the provision of general support to the multidisciplinary team. Duties can include but are not limited to, greeting and directing patients, effective use of the appointment system, booking appointments, processing of information and assisting patients as required. To act as the central point of contact for patients, the distribution of information, messages and enquiries for the clinical team, liaising with multidisciplinary team members and external agencies such as secondary care and community service providers.  You may be required to work in other NCPC member practices |

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| **Applications** |
| Please apply with a CV and covering letter to [gp-A82048@nhs.net](mailto:gp-A82048@nhs.net)  Closing date for applications 10/8/2020 |

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| **Person Specification - Receptionist** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Educated to GCSE level or equivalent | ✓ |  |
| GCSE Mathematics & English (C or above) |  | ✓ |
| NVQ Level 2 in Health and Social Care |  | ✓ |
| **Experience** | **Essential** | **Desirable** |
| Experience of working with the general public | ✓ |  |
| Experience of administrative duties |  | ✓ |
| Experience of working in a health care setting |  | ✓ |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication skills (written and oral) | ✓ |  |
| Strong IT skills | ✓ |  |
| Clear, polite telephone manner |  |  |
| Competent in the use of Office and Outlook | ✓ |  |
| EMIS |  | ✓ |
| Effective time management (Planning & Organising) | ✓ |  |
| Ability to work as a team member and autonomously | ✓ |  |
| Good interpersonal skills | ✓ |  |
| Problem solving & analytical skills | ✓ |  |
| Ability to follow policy and procedure | ✓ |  |
| **Personal Qualities** | **Essential** | **Desirable** |
| Polite and confident | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Motivated | ✓ |  |
| Forward thinker | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Ability to work under pressure | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours | ✓ |  |
| Disclosure Barring Service (DBS) check | ✓ |  |