

Receptionist
Fortrose Medical Practice

Part-time 17.5 hours – permanent
Salary depending on experience

An opportunity has arisen for a Receptionist to join our team, to provide a high quality professional administrative service to patients, doctors and health service colleagues. The successful candidate should have excellent communication and time-management skills, as well as having a flexible and adaptable approach. The successful candidate must also be willing to undergo continuous training and, although experience in working in a NHS environment is not necessary, this would be advantageous.

Informal enquiries welcome, please contact the Assistant Practice Manager by email debra.wills@nhs.net or by telephone 01381 622000.

A full application pack can be found on our website www.fortrosesurgery.co.uk

Closing date: 24 May 2019
Interview expected end of May / early June 2019

FORTROSE MEDICAL PRACTICE

Job Description - Receptionist

Job Title:	Receptionist (part-time 17.5 hours) – permanent
Responsible to:	Assistant Practice Manager
Job Purpose:	To provide a high quality professional reception and administrative service to patients, doctors and health service colleagues. To act as first point of contact for patients, and to portray the Practice in the highest possible professional standard.

Main Duties and Responsibilities

1. Responding to enquiries and requests of assistance in an efficient and courteous manner, answering general enquiries and explaining Practice policy.
2. Using the Practice appointment system effectively and accurately including booking, amending and cancelling appointments.
3. Recording, actioning and filing correspondence, reports and results (electronically).
4. Processing requests for repeat and acute medications (training provided).
5. Responding to requests for access to medical records and reports in compliance with the relevant Acts.
6. Processing patient information and requests such as change of details and patient registration.
7. Actively participating in training and meetings as required.
8. Working flexibly to provide cover to support the smooth running of the Practice team.

FORTROSE MEDICAL PRACTICE
Person Specification - Receptionist

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Qualifications	Essential	Desirable
- Good standard of general education including maths and English / or demonstrate equivalent experience	✓	
- SVQ in Customer Service		✓
Experience & Knowledge		
- Experience of customer service	✓	
- Experience of using own initiative	✓	
- Experience of working in a General Practice reception environment		✓
Skills & Abilities		
- Excellent organisational and communication skills	✓	
- IT skills including well developed keyboard skills	✓	
- Manage time effectively and prioritise workload	✓	
Personal Traits		
- Team player	✓	
- Motivated and enthusiastic	✓	
- Tact and diplomacy	✓	
- Adaptability	✓	
- Confidentiality	✓	