**HAMBLE VALLEY HEALTH**

Recruitment of Receptionist

Recruitment Pack

Receptionist Vacancy

Thank you for your interest in this position. Enclosed is the information you will require to assist you in applying for the role.

To apply please can you complete the application form – note CVs without application forms will not be accepted. No agencies.

**Please ensure your full name is on all documents and note that applications can only be considered if all the documentation is completed**.

Applications should be e-mailed to [hiowicb-hsi.hemcrecruit@nhs.net](mailto:hiowicb-hsi.hemcrecruit@nhs.net)

**Applications must be received by Monday 6th January 2025. All applications will be acknowledged. We will be interviewing as applications are received and will close and interview early if we have sufficient interest, so please submit your application asap.**

For an informal discussion please contact our Practice Managers Jennie Dock, Yvette Quayle or Leah Grandison on 01489 785 722.

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**Welcome Letter from the Practice**

Dear Applicant

**Receptionist– Hamble Valley Health**

Thank you for your interest in joining the team at Hamble Valley Health.

The Practice is committed to delivering high quality patient care which requires us to have a supportive and cohesive team.

***We are looking for one or two candidates, total hours to be confirmed –*** Shifts will be Monday to Friday and are generally 8-1 and 1-6.30 or similar. Location will be either Blackthorn Health Centre or Hedge End Medical Centre.

The pay rate will be £11.44 per hour.

Experience of General Practice or the NHS is an advantage, although full training will be given if necessary.

If you believe that you have the skills and enthusiasm for the task, we very much look forward to receiving your application.

The Partners

Hamble Valley Health

**The Practice**

Blackthorn Health Centre and Hedge End Medical Centre have merged and are now known as Hamble Valley Health.

Our list size is over 37000, and our patients are mainly concentrated in Hamble, Bursledon, Hedge End and Botley. Our aim is to provide high quality, accessible medical care to our patients, whilst maintaining a supportive and pleasant working environment for clinicians and staff.

We are part of Hampshire and Isle of Wight ICB, and offer General Medical Services to our patients.

We are a training practice, and take registrar doctors and also teach medical students from Southampton School of Medicine.

The practice has eight Partners. The current Partnership team is Dr Tomson, Dr Harris, Dr Cropley, Dr Graham, Dr Sonpal, Dr Shahsavanspour, Dr Yates and Dr McKenzie.

We employ fourteen salaried GPs, five Advanced Nurse Practitioners, a Nursing team of fifteen, and a reception/admin team of seventy.

The practice uses Emis as a clinical system. We are paper light, so scan all incoming correspondence onto patient’s medical records.

# JOB DESCRIPTION

**JOB TITLE** Medical Receptionist

**ACCOUNTABLE TO:** Reception Manager

**TERMS OF REFERENCE:** To assist with the smooth running of Reception.

To greet patients and visitors to the Medical Centre in a polite and friendly manner.

To understand the need for strict confidentiality.

#### MAIN RESPONSIBILITIES

1. Booking patients in and making appointments, using the computerised appointment system.
2. Operating the telephone appointments line.
3. Operating the main switchboard, taking requests for visits and assessing urgency. Transferring calls and taking messages.
4. Occasional pulling of notes and filing of notes for Doctors and Nurses.
5. Processing repeat prescriptions and subsequent checking, handing to patients
6. Data entry and administration duties as required.
7. Checking consulting rooms are prepared for surgery and tidying rooms after surgery.
8. Tidying waiting room at the end of each session
9. Receptionists on the early shift are responsible for opening the building and on the late shift they are responsible for making sure the building is secure and telephone message is on.
10. Taking details for urgent ambulance requests
11. Manage own administrative area, for example registration, smears, recalls etc.
12. Be prepared to attend training courses, which may be off site.
13. Attend and take an active part in staff meetings.
14. To be appraised by the Reception Team Lead.
15. To be able to be flexible regarding holiday and sickness cover, including holiday/sickness cover for extended hours and Saturday mornings.

All reception duties are worked on a rotation system so that each receptionist covers all aspects of the work involved.

This Job Description will be reviewed periodically and may be amended according to the requirement of health care policies and job requirements. It is intended as a guide to the range of duties covered and should not be regarded as an inflexible specification and is not intended to be exhaustive.

**Role Experience, Knowledge and Skills Profile**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Experience and Qualifications** | * GCSE Maths and English grade C or above (or equivalent) * Previous experience of customer service. | * Education to A level or equivalent * Experience of working in the NHS * Experience of working with IT * Experience of working as a receptionist * Experience of working in a pharmacy or dispensary or equivalent |
| **Knowledge** |  | * Knowledge of NHS * Knowledge of office working |
| **Skills** | * Good at multitasking * Attention to detail * Excellent interpersonal skills * Excellent organisational skills * Good verbal and written communication skills * Excellent computer skills * Ability to work on own initiative |  |
| **Personal style and behaviour** | * Ability to work under pressure * Able to work for the benefit of the team * Adaptability * Flexibility to be able to cover sickness and holiday |  |
| **Other requirements** | * Commitment to high quality patient care and efficiency in all aspects of the Surgery’s operations * Evidenced commitment to equality and diversity |  |

**KEY DATES**

Closing date for completed applications Monday 6th January 2025, or earlier if we have adequate responses.

Candidates will be short listed and invited for an interview.

#### Hamble Valley Health

#### Job Application Form

Please complete all sections of the form. If you need additional space, please continue on a new sheet ensuring it has your details on it.

1. **Personal Details**

|  |  |
| --- | --- |
| Title |  |
| Surname |  |
| Forenames |  |
| Address |  |
|  |  |
|  |  |
|  |  |
| Telephone number (home) |  |
| Telephone number (mobile) |  |
| e-mail address |  |
| National Insurance Number |  |
| Position applied for |  |

Under the Asylum and Immigration Act 1996, employers can offer employment only to those who are entitled to work in the United Kingdom.

Are you legally entitled to work in the United Kingdom YES/NO?

In accordance with the Act, we are entitled to ask ALL applicants for evidence of the right to work in the United Kingdom. Should you be invited to interview, please bring with you originals of at least one of the follow:

Your National Insurance number (your original N.I number card, or a P60 or P45)

A U.K. passport or Naturalisation Certificate

A passport or identification card from a member country of the European Economic area.

A passport vetted by an immigration officer

A work permit

**1. Education & Training**

If you are invited to interview, you will also be required to bring with you proof of identification (passport or driving license) and proof of address (utility bill or bank statement within the last 3 months).

**b) Education & Training**

|  |  |  |
| --- | --- | --- |
| **Name of schools attended after age 11** | **Address of schools attended** | **Examinations taken and qualifications obtained** |
|  |  |  |
|  |  |  |
|  |  |  |
| Further Education |  |  |
| **Name of establishment** | **Address of establishment** | **Examinations taken and qualifications obtained** |
|  |  |  |
|  |  |  |
|  |  |  |

**c).** **Employment History**

Please list in chronological order all positions held (i.e. listing the most recent job first). Indicate any periods of unemployment. Use additional pages if required

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name & Address of employer | Job Title | Duties | Rate of Pay (both starting & leaving) | Dates of employment | Reason for leaving |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**d) References**

Please list which two people we may approach for a reference, together with the individual’s name and job title. (One should be your most recent employer).

|  |  |
| --- | --- |
| **Name, job title and relationship** | **Contact details (preferably email or fax number)** |
|  |  |
|  |  |

**e) Supporting Information**

In this section you are asked to outline how your knowledge, skills and experience meet the competencies required for this role (see job description and person specification). You should draw on your experiences from your current or previous roles, or from other relevant situations (such as activities outside work).

Please use an additional sheet if required.

|  |
| --- |
|  |

**f) Criminal Offences**

Have you been convicted of any criminal offence? YES/NO

You should note that the practice is exempt from the Rehabilitation of

Offenders Act 1974 and you are therefore required to disclose all convictions to

the practice, whether or not those convictions are spent:

|  |
| --- |
|  |

**g) Other**

Have you booked any holidays YES / NO

If so, please specify the dates:

|  |
| --- |
|  |

If you were to be offered a position, please state when you could start work:

|  |
| --- |
|  |

If you have a disability and have any special requirements should you requested to attend interview, please state here:

|  |
| --- |
|  |

**h) Declaration**

I confirm that to the best of my knowledge the above information is correct.

I understand that if I have provided any false or misleading information on any application then this could result in my dismissal if I am appointed to the position.

I understand that some or all of the information I have provided may be retained in accordance with the Data Protection Acts.

Name……………………………………………..Date…………………………..

(an electronic signature is acceptable)