

Hightown Surgery

HS A PSN Receptionist/Administrator job description and person specification

Job Description			
Job Title	Receptionist/Administrator		
Service:	General Practitioners Surgery	Directorate:	Patient Services Team
Post No:	HS A PSN	Band:	4
Responsible to:	HS A PSTL	Responsible for:	0

Key Objectives:	
1	Contribute to the provision of a confident Patient services function, providing the first point of contact for all our Patients, often when they need us most, across all mediums (telephone, face to face, written etc)
2	Deliver high quality, effective and efficient customer service to all patients and their relatives.
3	Deliver resolution and response in a timely and accurate manner.

Principal Duties and Responsibilities:	
1	Provide the first point of patient contact for all patient/customer enquiries and through all mediums (telephone, face to face, written etc.)
2	To deal with enquiries related to the service delivered by the surgery, seeking information, and provide advice where necessary.
3	Understand the relevant legislation, procedures and computer systems surrounding the functions of the Surgery.
4	Liaise with the team in order to seek solutions to more complex issues and deliver resolutions to customer enquiries.
5	Carry out general clerical duties (photocopying, scanning, filing, document indexing). Record and collate information as required for reporting purposes. Management of email inboxes, responding to customers/patients and facilitating requests in a timely manner in line with key performance indicators.
6	To work according to the staff Rota and contributing to a safe working environment.
7	To take an active part in service development both as an individual and at team meetings and at 121 meetings.
8	Operate and maintain patient related information systems to the required standards to process work, maintain accurate records and access information.
9	Suggest improvements to the service and participate in development groups and activities as appropriate.
10	To undertake any other duties that can reasonably be expected of the role and the level of responsibility.

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Internal job title	Patent Services Navigator
Date created	July 2022
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Person Specification				
	Essential		Desirable	
Qualifications	1	GCSE grades A – C or equivalent	1	Experience of working as a receptionist or within a contact centre setting.
		Experience in a customer facing role.		
	2	Excellent numeracy and literacy skills.	2	Knowledge of EMIS Web clinical system
Experience	3	Deal with patients/customers over the telephone and face to face in a pressurised environment		
	4	Ability to multitask, within procedural guidelines and deadlines without supervision, in an environment that is subject to constant change.	3	Experience as a receptionist within Primary Healthcare
	5	Problem solving – seeking solutions from a variety of sources to resolve complex problems.		
	6	Working with PC systems and good keyboard skills		
Knowledge	7	Ability to learn new duties and IT skills	4	Primary Healthcare Services
			5	Personal Health & Safety
			6	GDPR and confidentiality
Skills	8	Excellent customer service skills, tactful, polite and patient, verbal, written and negotiating skills		
	9			

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Other requirement/ circumstances/aptitudes	10	Flexible and able to work morning or afternoon shift pattern		
	11	Fully understands their role in the context of safeguarding children, young people and vulnerable adults.		

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