

SHERBURN GROUP PRACTICE

The Medical Centre, Beech Grove, Sherburn in Elmet, North Yorkshire. LS25 6ED

www.sherburnsurgery.nhs.uk

01977 682208

MEDICAL RECEPTIONIST VACANCY

Part time – 18 hrs/wk

Sherburn Group Practice is currently looking to recruit receptionist staff to expand our existing team. The role will involve call handling, working on the reception desk, prescription and task processing. The Reception Team is a friendly, supportive team whose main role is to ensure that patients receive a high level of customer service and to support patients in accessing the most appropriate service for their needs. Your role is to communicate with patients about appointment requests, test results and other administration information in a professional manner with sensitivity and confidentiality at all times.

You will also communicate with staff and external agencies on behalf of the practice, dealing with general enquiries from patients, relatives, and the public, seeking support from the GPs and colleagues as appropriate.

Hours of work to be agreed at interview but applicants should note that the surgery is open between 0800:1800 with extended hours sessions one evening a week up to 2000hrs. Applicants should be available to work between these times. There will be a requirement to work a Saturday morning on a rota basis, currently 1 in10.

Personal Specifications:

1. Excellent communication skills, including a polite and friendly telephone manner, a constructive solution focused approach and a professional appearance – uniform will be provided.
2. An excellent command of the English language, both verbally and in writing
3. Be highly computer literate and able to use internet, email, Word, Excel
4. A minimum of 1 years' experience within a customer service environment
5. Maths and English GCSE or equivalent at Grade C or above
6. The ability to be flexible (within the overall hours) to cover for absent colleagues.

Applicants should note that if you are registered at the practice, you will be asked to register at a different GP surgery.

The practice operates in line with all good equal opportunities practice.

CLOSING DATE: Friday 18th July

Interviews TBA

Please send your CV and a covering letter of application to:

Julie.lund1@nhs.net

Julie Lund
Practice Manager
Sherburn Group Practice