

Candidate Information Pack Reception Administrator

July 2025



GPS Healthcare
General Practice Solihull

To provide high quality primary care services which improve the health and social care outcomes for the population of Solihull

Welcome to GPS Healthcare

I am really pleased that you are taking an interest in working with us at GPS Healthcare. I'm Simon Tunncliffe, Managing Partner, and I am proud to lead this great organisation.

Working in primary care is both challenging and rewarding. GPS Healthcare is on a journey of transformation in respect of how we deliver services to our patients. This is an exciting time to join us and we're looking forward to bringing new people along with us.

Our Vision matters: to deliver safe, effective and culturally responsive healthcare services, empowering individuals to thrive and communities to flourish.

As a Reception Administrator, you will be working alongside other fantastic team to deliver exceptional care to our patients. To answer telephone calls and reception desk queries promptly and professionally and to coordinate appointment requests for urgent, same day, future and home visit appointments

GPS Healthcare is a single practice PCN with six sites based in central/south Solihull. We are rated 'Good' by the CQC and collaborate with key stakeholders within the Integrated Care System to focus on local health needs and population health and improve the delivery of primary care services at a locality level.

Good luck with your application.

Simon Tunncliffe
Chief Operating Officer



Simon Tunncliffe
Chief Operating Officer

Our Strategic Goals and Values:

Our Strategic Goals:

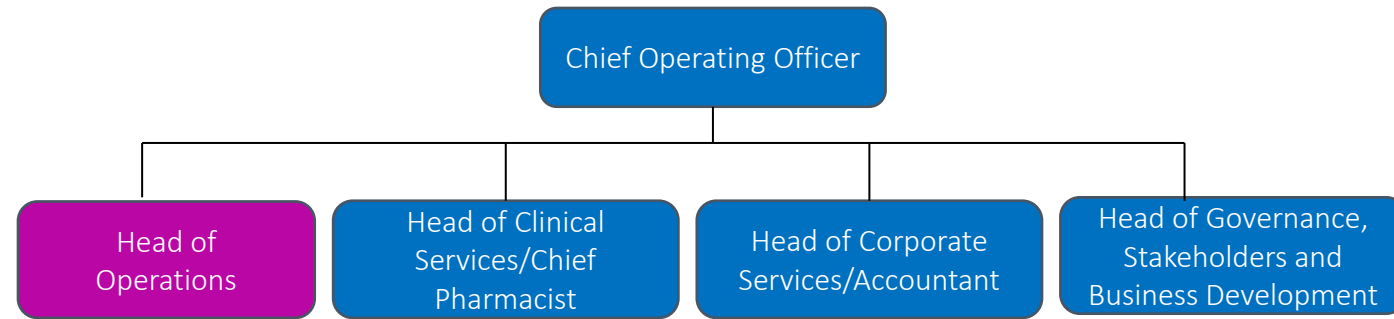
- Strengthen collaboration and communication.
- Develop proactive strategies to promote healthier lifestyles.
- Implement change based on feedback and evidence to meet established standards of excellence.

Our Values:

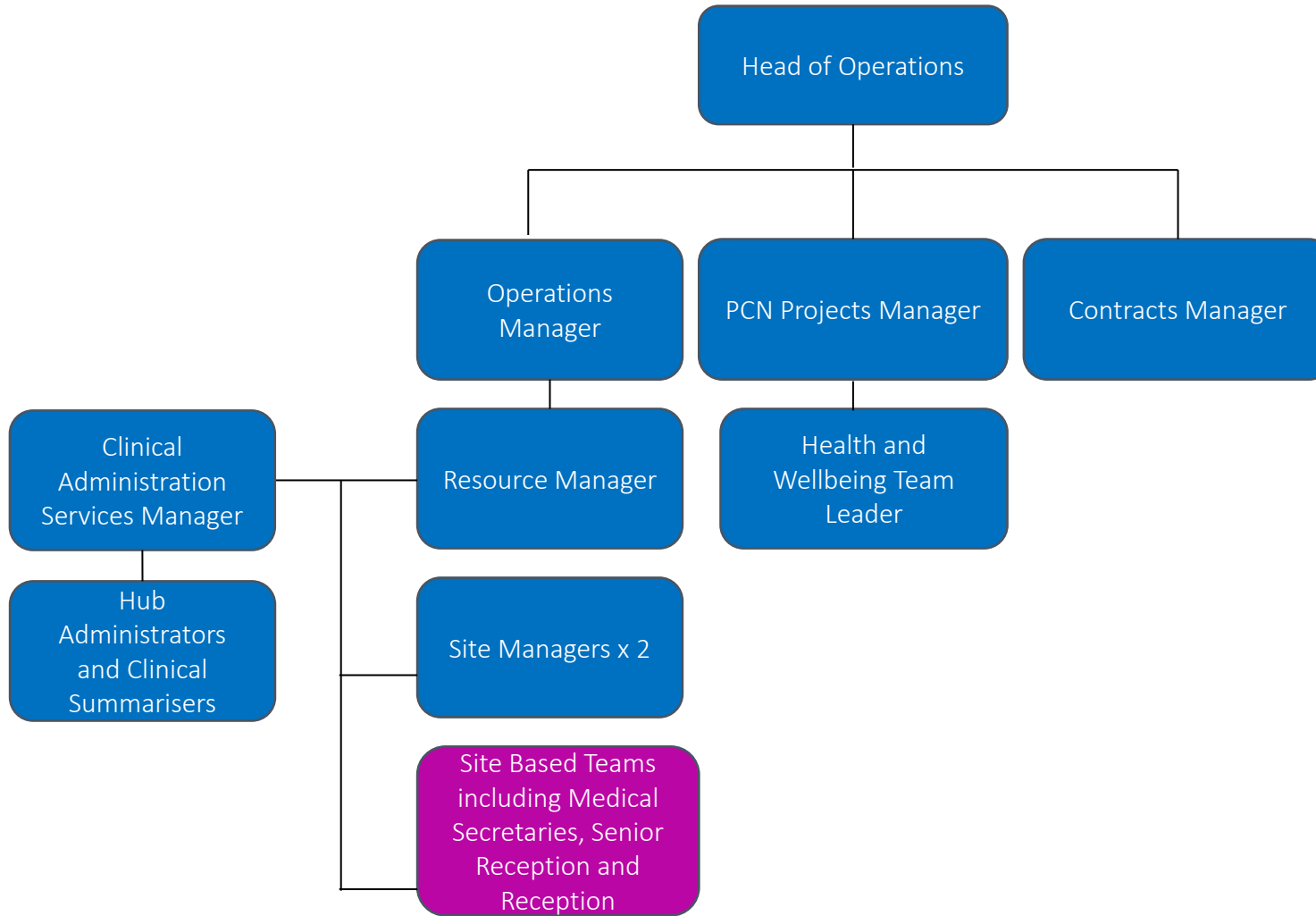
- Care
- Agile
- Respect
- Efficient

Our Structure:

Our Executive Team



Our Structure:



What we are looking for:

The ideal candidate will have experience of working in a busy reception or administration environment and have strong customer service skills.

Key Responsibilities for our Receptionist includes

- Dealing with patient enquiries both face to face and over the telephone.
- Answering inbound prescription queries
- Administrative tasks such as scanning reports, tasks, letters and new patient registrations

Full details about what is required for the role can be found in the Reception Administrator job description

What experience is required?

We are looking for someone who has administrative experience looking to work in a primary care setting.

The successful candidate will have:

- Have previous experience with a reception/administrative role working within a busy environment
- Excellent customer service skills
- Experience of dealing with large volume of telephone enquiries
- Experience in data entry
- Ability to manage own workloads, understanding own priorities and sourcing help to achieve them whenever appropriate

What we can offer:

- An opportunity to join a forward thinking and innovative Primary Care Provider
- Hourly rate £12.21 per hour
- Flexible working options – part time positions available
- NHS Pension Scheme
- A professional, friendly and supportive culture
- Generous workplace benefits, including enhanced sickness, maternity & paternity entitlement

How to apply:

If you are interested in applying to be the Reception Administrator with GPS Healthcare, please submit your CV and a supporting statement outlining how you meet the essential criteria and why you are interested in the role to humanresources.gps@nhs.net by **Sunday 13 July 2025**.

What can I expect if shortlisted:

If you are shortlisted and invited to attend for interview, the panel will be looking for evidence that your knowledge, skills and experience meet the criteria outlined within the Job Description and your suitability for the role.

We will use a number of assessment techniques throughout the process, these may include:

- Interview
- References

All interviews will take place at our Tanworth Lane Surgery.

Recruitment Timetable	
Closing date for applications	Sunday 13 July 2025
Interviews to be held	Week commencing 21 July 2025