

Candidate Information Pack Senior Receptionist

March 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 Tunnicliffe and I have been the Chief Operating Officer since 2022, 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.

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 Tunnicliffe
Chief Operating Officer



Simon Tunnicliffe
Chief Operating Officer

Our Strategic Goals and Values:

Our Strategic Goals:

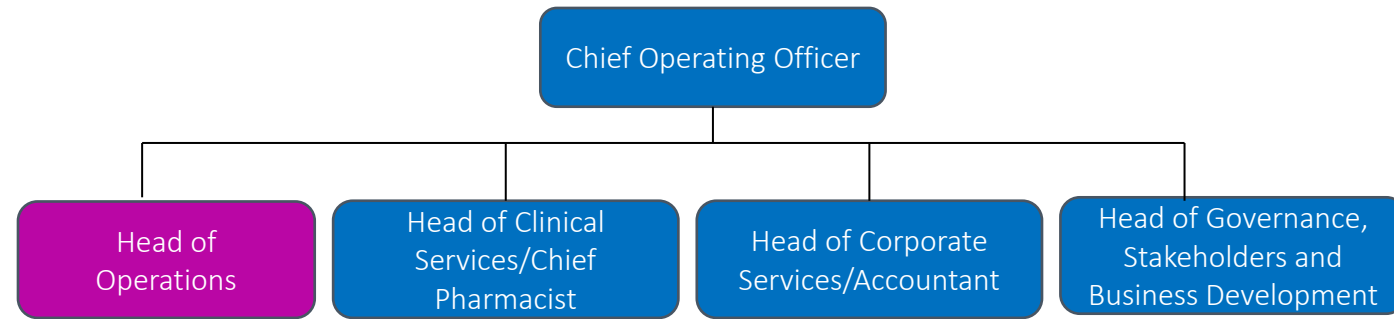
- Strengthen collaboration and communication.
- Develop proactive strategies to promote healthier lifestyles.
- Implement change based on feedback and evidence to meet established standards of excellence.

Our Values:

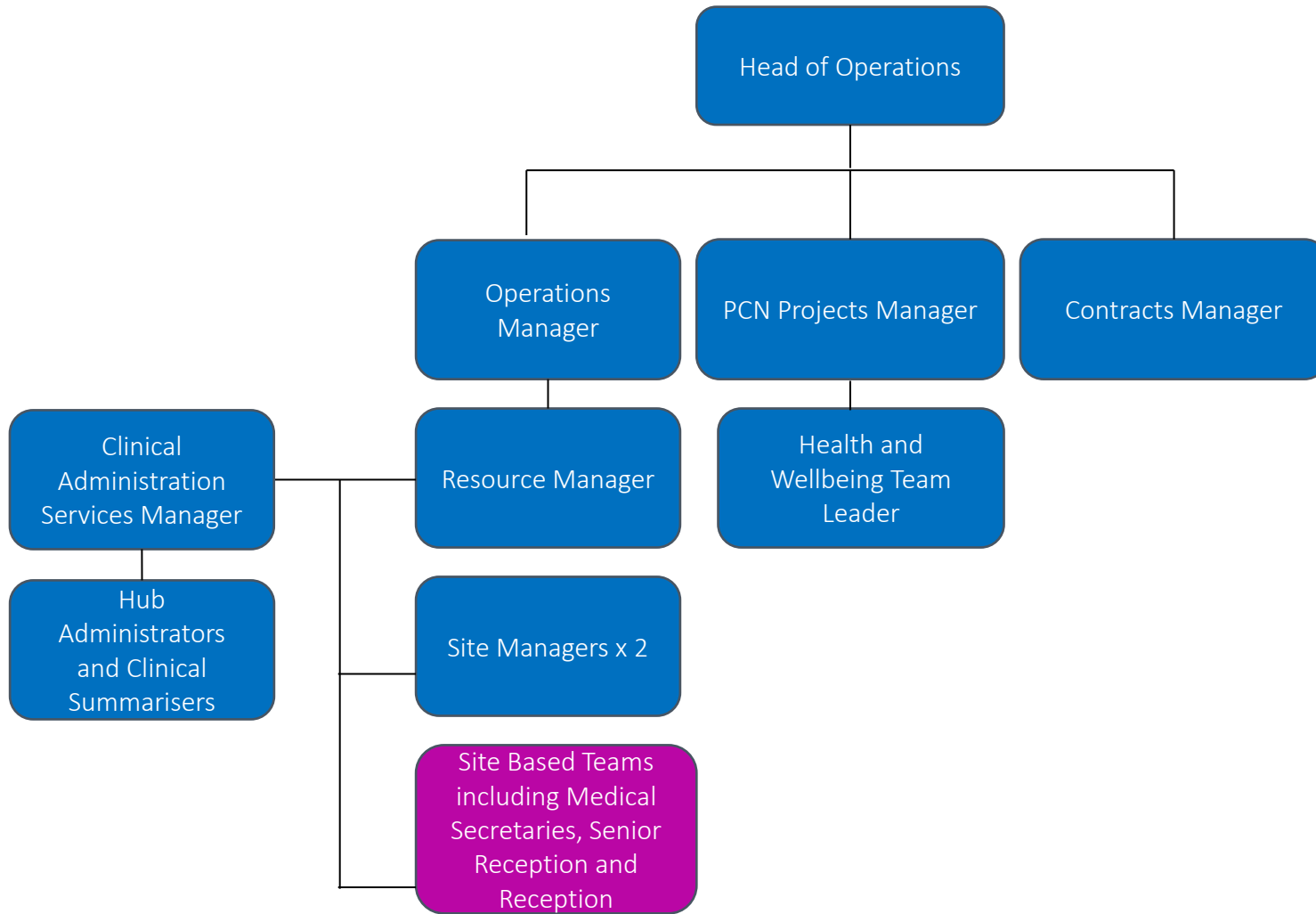
- Care
- Agile
- Respect
- Efficient

Our Structure:

Our Executive Team



Our Structure:



What we are looking for:

We are seeking a Senior Receptionist who will be responsible for assisting the team in with rotas, training, prescription governance, escalations, patient services and process improvements. You will deliver a positive experience to all patients and service providers by the provision of an efficient, confidential and professional service.

Key Responsibilities include:

- Create and maintain weekly rotas
- Supervise a team of receptionist – managing leave requests and absences etc
- Health and Safety checks e.g. fire alarm and water checks
- Resolve complex patient queries/concerns
- Manage patients expectation by being clear and honest in what we can do
- To be proactive in identifying opportunities for improvement

Full details about what is required for the role can be found in the Senior Receptionist job description

What we can offer:

- An opportunity to join a forward thinking and innovative Primary Care Provider
- Hourly rate £13.80 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 Senior Receptionist 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 **Friday 14 March 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	Friday 14 March 2025
Interviews to be held	Week commencing 24 March 2025