



Senior Receptionist

GPS Healthcare

Job Title:	Senior Receptionist
Reporting to :	Site Manager
Job Reference Number:	
Hours / Work Pattern :	37.5 hours/week, part time hours considered
Location :	Primary location to be at tbc Flexibility to work at other locations when requested

Role Purpose

As Senior Receptionist Administrator you will be responsible for assisting the team in meeting the needs of both the patients and the practice, this will be alongside your existing Reception/Admin Rota Duties. This includes; assisting with Staff Rota's, Training, Prescription Governance, Escalations, Patient Services and Process Improvements.

To deliver a positive experience to all patients and service providers by the provision of an efficient, confidential and professional service.

To provide reception and administrative support to all members of the practice team. Liaising, supporting and coordinating varied activities across all levels of the team.

Role Location

The locations of the other key GP Practices are listed below but are not exclusive. Other locations may be added to this list. You may also be expected to travel to alternative locations as part of this role, for training and development.

<ul style="list-style-type: none"> Knowle Surgery, 1500 Warwick Road, Knowle B93 9LE Meadowside Family Health Centre, 30 Winchcombe Road, Solihull, B92 8PJ Park Surgery, 278 Stratford Road, Shirley, Solihull, B90 3AF 	<ul style="list-style-type: none"> Tanworth Lane Surgery, 198 Tanworth Lane, Shirley, Solihull B90 4DD Village Surgery, Cheswick Way, Cheswick Green, Solihull, B90 4JA Yew Tree Medical Centre, 100 Yew Tree Lane, Solihull B91 2RA
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**Clinical Rotas**

- Working with Site Manager (SM) to create rotas and maintain them; planning ahead (at least 4 weeks) for annual leave and study leave; finding solutions for sickness and short notice absences. Bringing to SM's attention if unable to find solutions
- With SM liaise with GPs, ANPs, Nurses, and other clinicians to ensure safe working at all times. (Minimum/Safe Working Policy)

Reception/Admin Rota

- Create and maintain weekly rotas; planning ahead (at least 4 weeks) for annual/other leave; finding solutions for sickness and short notice absences. Bringing to SM's attention if unable to find solutions.
- Keep Operations Manager's Reception/Admin Baseline rota of work patterns and hours up to date.

Annual Leave Approval

- Manager rights on Natural HR to approve annual leave requests from Reception/Admin staff
- Manager rights on Natural HR to approve annual leave requests from GPs in the absence of the SM

Transitional HR/Finance

- Supervision of Reception/Admin team
- Complete sickness reports for reception/admin team on Natural HR
- Complete Return to Work Interviews and record on Natural HR for Reception/Admin staff
- Identify Training needs of Reception/Admin staff and provide mentoring where needed
- Monitor/audit mandatory training on BlueStream Academy of Reception/Admin staff
- Assist SM with annual appraisals of Reception/Admin staff
- Assist SM with Inductions and Probations for new Reception/Admin staff
- Assist SM with monthly payroll, checking overtime, sickness and any additional hour/pay for the SM to sign off before sending to Finance

Governance and Compliance

- Health & Safety monthly checks to ensure that fire alarm and water checks etc., are being done; ensure actions from Hazard/Incident reports are completed and forwarded to SM, ownership of maintenance reporting, ensuring actions are completed
- Information Governance checks on weekly and/or monthly basis to ensure prescription governance is being adhered to including resolution, logging and destruction of error prescriptions and reporting back to SM to confirm completed; ensuring security of prescriptions at all times.
- Ensuring confidentiality of patient information within the reception team at all times

**Communication/Team Meetings**

- To act as the communication link for the reception/admin team ensuring all staff are updated appropriately; including Alerts, Notice Board Updates, PHE Promotions, changes to ways of working, templates etc.
- Regular team meetings with reception/admin team; feeding back issues and areas of concern to the SM and leading the team meeting in the absence of the SM
- Ensure standard agenda, notes and action plans are in place

Process Improvement

- To be proactive in identifying opportunities for improvement, working with the SM and Operations Manager to enable appropriate change

Escalations

- Support the reception team with resolving complex queries or patient concerns in a timely manner
- Sending the initial response letter to all formal complaints received and bring to SM's attention
- Work with the SM to investigate all reception/administration complaints, finding solutions to reach a satisfactory outcome
- Work with the SM to investigate significant events involving reception/admin and share learning outcomes with the team
- Support reception team to identify occurrences of zero tolerance behaviour and escalating this at an early stage

Cross Site Working

- Enable cross site working for reception/admin staff with 'buddy' site
- Work closely with Senior Receptionist at 'buddy' site

Patient Services

- Ensure good customer service from reception/admin team at all times
- Manage patient expectations by being clear and honest in what we can do
- Have an understand of QOF, UPO and Enhanced Services and support SM with these activities when required

Support

- To support the SM and Ops Manager as and when required



Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D). Essential Criteria

Essential Criteria

Excellent knowledge of primary care clinical and IT systems	A
Exceptional interpersonal skills	I
Experience in managing people	A
Clear DBS Check	A

General day to day expectations

- Personal Development - Participate in any training programmes, individual performance reviews and taking responsibility for own development
- Time Management - Effectively manage own time, workload and resources. Providing regular updates, discussing obstacles and how they may be addressed. Working effectively with other departments to meet service needs
- Quality and Efficiency - Monitor for opportunities to improve
- Health and Safety - Assist in promoting and maintaining health, safety and security
- Policies and Procedures - Ensure practice policies and Standard Operating Procedures are followed
- Communication - Ensure effective communication to enable all staff to be kept fully informed of appropriate updates
 - To attend meetings, conferences and training courses appropriate to the role, as required
- Equality and Diversity - Support the equality, diversity and rights of patients, carers and colleagues
- Team Working and Other Tasks - Flexibility to interchange priorities depending on the demands of the business
 - Contribute to the Implementation of Services, policies, standards, guidelines, audits etc. as appropriate