

Job Opportunity: Receptionist/Administrator

Gold Street Surgery are seeking a motivated and organised **Receptionist/Administrator** to join our team due to maternity leave and staff relocation.

You will be the first point of contact **“care navigator”** for patients, providing a warm and efficient service both face-to-face and over the phone. Alongside reception duties, you will support the practice with a variety of administrative tasks to ensure smooth day-to-day operations.

Key Responsibilities

- Greeting patients and visitors in a professional and friendly manner
- Managing telephone enquiries and appointment bookings
- Handling patient records with confidentiality and accuracy
- Supporting clinicians with administrative tasks
- Processing prescriptions and correspondence
- General office duties to support the smooth running of the surgery

Skills & Qualities

- Excellent communication and interpersonal skills
- Strong organisational abilities and attention to detail
- Ability to work well under pressure in a busy environment
- IT literacy (experience with medical software is an advantage but training will be provided)
- A caring, patient-focused attitude

What We Offer

- Full-time and part-time hours considered.
- A supportive and friendly team environment.
- Training and development opportunities.
- NHS pension

Experience

- Customer service: 1 Year (preferred)
- Administrative experience: 1 year (preferred)

If you are enthusiastic, reliable, and enjoy working with people, we'd love to hear from you!

Please send your CV and application for employment form to Victoria Webster (Practice Manager) to goldstsw.recruitment@nhs.net.

Closing date: Friday 19th December 2025.