

GP Surgery Receptionist Vacancy



Cober Valley Health

Part of the Helios Health Partnership

GP Receptionist – Cober Valley Health

A new opportunity has arisen for a welcoming, professional, and highly organised individual to join our friendly reception team at Cober Valley Health.

Our receptionists are the first point of contact for our patients and play a vital role in ensuring that the practice runs smoothly and efficiently.

This is a busy and rewarding role which requires excellent communication skills, attention to detail, and the ability to remain calm under pressure.

Hours: Up to 26 hours per week – days and times to be confirmed but will remain static each week. The required hours are to be worked between Monday to Friday. (A finish time of 18.30 would be required on one of these days).

Salary: £12.25 per hour rising to £ 12.40 per hour on successful completion of induction.

Location: Cober Valley Health, Upper Ground Floor, Helston Gateway, The Parade, Helston. TR13 8RT

Key responsibilities include:

Welcoming patients and dealing with queries in person, by telephone and online.

Booking appointments and managing clinicians' clinics.

Processing repeat prescriptions and medical record requests.

Supporting the smooth running of the practice through administrative tasks.

Maintaining patient confidentiality at all times.

There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels.

We are looking for someone who is approachable, adaptable, and committed to providing high quality service to patients. Previous experience in a receptionist or administrative role is desirable, but not essential as full training will be given.

How to apply: Please send your CV and covering letter to cvh.letters@nhs.net by 24.10.25

*Please note that this post may close early in the event there are a number of applications.

Shortlisting will be based on a scoring system measured against the essential skills outlined in the person specification. Please provide examples of how your experience and skills align with our vacancy.

We look forward to hearing from you!

Job Description – GP Receptionist

Job Title: GP Receptionist

Responsible to: Practice Manager

Accountable to: GP Partners

Main Purpose of Role:

To provide an efficient and professional reception and administrative service for the practice, ensuring a high standard of patient care and confidentiality at all times.

Key Duties and Responsibilities:

Act as the first point of contact for our patients and visitors, dealing with enquiries in a courteous and efficient manner.

Manage patient appointment bookings using the clinical IT system.

Follow safeguarding, confidentiality and data protection policies at all times.

Process prescription requests in line with practice policy.

Maintain accurate and up-to-date patient records.

Liaise with clinical and administrative staff to support the smooth running of the practice.

Handle incoming and outgoing correspondence, including emails and post.

Participate in team meetings, training, and ongoing development.

Person Specification – GP Receptionist

Essential Skills & Qualities (shortlisting criteria):

Excellent communication skills, both face-to-face and over the phone.

Ability to work under pressure and remain calm and professional.

Strong organisational skills with attention to detail.

Ability to work effectively as part of a team.

Good IT skills, including use of Microsoft Office and the ability to learn clinical IT systems.

Commitment to confidentiality and safeguarding principles.

Reliable, flexible, and punctual.

Ability to prioritise workload and manage competing demands.

Desirable Skills & Experience:

Previous experience in a healthcare or customer service setting.

Knowledge of medical terminology.

Experience of working with SystmOne, or other clinical systems.

Shortlisting & Scoring System

Applications will be assessed against the essential criteria listed in the person specification.

Each criterion will be scored (e.g., 0 = not demonstrated, 1 = partially demonstrated, 2 = fully demonstrated).

Candidates who achieve the highest scores will be shortlisted for interview.

Meeting the essential criteria is required to progress to interview stage.

This ensures that the recruitment process is fair, transparent, and consistent.