**GP Receptionist**

**About the Role**

Vida Healthcare has an exciting opportunity for a reliable, hardworking individual to join our team as a GP receptionist, on a full or part time basis. This role will be covering shifts between 8:00-18:30, split by morning and afternoon shifts, hours/days to be discussed at interview. Full training will be provided. The successful applicant will be assigned a main site; however, the position will be muti-site working and it is essential the candidate will be able to cover all locations:

* Gayton Road Health Centre
* St Augustine’s Surgery
* Hunstanton Medical Practice
* Carole Brown Health Centre

Requirements of the role:

* Deal with patients in a calm and sympathetic manner, working continuously high pace under pressure to deliver high levels of accuracy.
* Listen, in order to be able to effectively signpost patients to the correct service.
* Maintain a high level of professionalism when dealing with confidential patient information.
* Provide telephone and face to face support for patients, allowing them to book, cancel and check appointments.
* Support patients who may have a problem or complaint.
* Partake in any training indicated by upper management as appropriate for personal and professional development.

Previous applicants need not apply, and we reserve the right to close the job advert as soon as sufficient applications have been received.

**About the candidate**

Our GR Receptionists help make a positive impact on our local community. You will be responsible for providing a high-quality service to patients, across all of our practices. You can expect to be mentored and supported by the organisation, whilst being empowered to deliver care and support to the best of your ability. You will be required to work collaboratively with different departments within the organisation to meet the patients needs. Delivery of high-quality service, complete confidentiality and patient satisfaction are a priority.

We welcome applications from organised, adaptable and friendly individuals, who are keen to help us provide high levels of customer service and have the following attributes:

* Educated to GCSE level, with English being essential, or two years working experience.
* Must be computer literate and have previous experience.
* Ability to work efficiently alone or within a team environment.
* Ability to work with highly confidential information.
* Excellent organisational skills, time management and attention to detail.
* Excellent communication skills.
* Experience within a customer service environment.

The following skills and experience are desirable but not essential as full training will be provided:

* Previous experience using SystmOne.
* Entry level knowledge of Microsoft products.
* Previous experience of working within the NHS or within a call-centre setting.

**About us**

Vida Healthcare is one of Norfolk’s largest and most successful general practices, working with colleagues in the NHS to provide the best possible patient care. Our practice has experienced impressive growth over recent years, by creating a work environment that encourages talented individuals to thrive and make a difference. We pride ourselves on impeccable standards of patient care, for us to maintain this, it is essential that we employ reliable team players with strong caring qualities, dedication, excellent attention to detail and commitment to delivering a quality service.

**Disclosure and Barring Service**

Please note this post is subject to the Rehabilitation of Offenders Act (Exceptions Oder) 1975 and as such it will be necessary for a submission to Disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions.