**Advertising Details**

About the Role

Beechwood Surgery has an opportunity for an enthusiastic and proactive receptionist to join our team on apart-time basis for approximately 18 hours per week, over 3 days, however there is some flexibility. Shifts will vary, with the earliest start time of 07:45 and latest finish time of 19.00.

The receptionist plays a pivotal role in the experience of patients at our practice, helping them to access the right services and dealing with their queries face-to-face, online and by telephone.

The main responsibilities of the role include:

* Greeting and directing all patients.
* Making appointments.
* Answering queries and complaints from patients and outside agencies, signposting to the appropriate staff member as appropriate.
* Accepting, issuing and handing out prescriptions, letters, completed forms, specimen bottles, etc.
* Advising patients of practice procedures.
* Accurately maintaining patient database and records, photocopying, filing and scanning.

About the Candidate

General practice is a challenging environment that requires a calm and caring approach with the ability to work under pressure. The ideal candidate will be a highly motivated team player who has customer service/patient experience, offers excellent communication skills, and has the following attributes:

* Ability to work in a polite, confidential and discreet manner, respecting patients and colleagues at all times.
* Experience of working with the general public, being sensitive and empathic in distressing situations.
* Ability to work as part of a team.
* Strong IT and administration skills, with a high level of accuracy and attention to detail.
* Previous medical or healthcare receptionist experience is desirable.

Some flexibility is required, as you will sometimes need to work additional or alternative hours to cover for colleagues.

About Us

Beechwood Surgery is a large, busy surgery based in Brentwood, Essex, with excellent transport links by rail and road, as well as an onsite car park.  We offer all staff:

* NHS pension scheme which is a defined benefits scheme - 20% employer contribution
* Health service discounts
* Annual Leave: minimum 33 days FTE, with enhancements for long service.