**Wickham Market Medical Centre**

**Job Description**

**Job title: Senior Receptionist/Team Lead**

**Responsible to: Operations Manager**

**Hours: 37.5hrs a week**

**Salary: £26,397 to £28,352** (negotiable depending on experience)

**JOB PURPOSE**

The post holder will ensure the safe, smooth, efficient and effective day to day management of the Reception Team

**KEY RESPONSIBILITIES**

* To provide day-to-day support, leadership, first line management and guidance for the practice reception team, ensuring an efficient and professional manner is maintained and to provide cover to the reception team when needed.
* Ensure all reception duties are completed to the highest standard.
* Monitor staff attendance, sickness absence and annual leave.
* To provide communications between patients, doctors and other staff.
* Support the Operations Manager in the recruitment and induction of all new reception staff.
* Ensure cover and suitable contingency plans are in place for all leave, including unforeseen absence.
* Motivate the team to achieve organisational goals.
* Develop and implement a timeline to achieve targets.
* Collect accurate and timely activity and performance information.
* Conduct training of team members to maximise their potential.
* Ensure mandatory training is completed.
* Manage annual staff appraisals and regular reviews for new staff
* Work with the Operations Manager and other members of the practice to identify areas for improvement including technology and assist in change management where appropriate
* To undertake specific assigned task, project support or development work which may arise during changes to the NHS
* To be a point of contact for staff and patient queries and concerns.
* The greeting of patients, dealing with their enquiries in a courteous and polite manner.
* Dealing with patient complaints relating to front desk/reception services.
* Oversee and delegate daily tasks e.g. chasing missing test results and notes, unusual queries, following through patient queries, registration difficulties, saying ‘No’ nicely, etc.
* Making appointments and booking patients in for surgeries and clinics.
* Answering the telephone within a reasonable time, dealing with requests and enquiries courteously and politely.
* Providing support and ensure training for current and new staff is carried out.
* Support practice secretaries in developing and maintaining effective call and recall systems for patient services and reviews.
* Training of staff on practice IT systems as necessary.

**TRAINING AND DEVELOPMENT**

* Taking responsibility for own development with relevant evidence-based knowledge and competence in all aspects of the role to meet clinical governance guidelines for Continuing Professional Development (CPD) and a Personal Development Plan (PDP).
* Stay up to date through attendance at any courses and/or study days necessary to ensure that professional development requirements are met, demonstrating skills and activities to others who are undertaking similar work.
* Subject to a performance review, including taking responsibility for maintaining a record of own personal and/or professional development.

**KEY WORKING RELATIONSHIPS**

* Wider Practice Team
* DHG PCN
* Patients
* Patient Group.

**Amending the job description**: It is expected that as the organisation develops and changes it may be necessary to vary the tasks and/or the responsibilities of the post holder. This will be done in consultation with the post holder and it is hoped that agreement can be reached to any reasonable changes.

**Confidentiality**: The post holder must at all times maintain complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The post holder must respect patient named confidentiality in keeping with “Caldicott principles”.

**Data Protection**: The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisations as instructed.

**Policies & Procedures**: The post holder will be expected to comply with all statutory legislation, the organisations governance framework and approved national and local policy. All employees are expected to comply with all of the organisations Policies and Procedures.

**General**: The post holder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the post holder. As the organisation develops, the requirements of the job may change and the post holder is expected to adapt to these changes.

**Health & Safety**: Employees must share responsibility for abiding by health and safety policies and regulations, infection prevention and control policies and act in accordance with the Risk Management Policy. This includes compliance with The Health Act 2006 Code of Practice for the prevention and control of healthcare associated infection. In addition, be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedure is carried out to maintain a safe environment for themselves, other employees and visitors.

**Equal Opportunities Policy and Ani-Harassment**: The post holder will immediately report to their line manager any breach or suspected breach of both equal opportunity and anti-harassment guidelines

**Safeguarding Children:** Everyone employed by the organisation regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately.  You have a responsibility to ensure you are familiar with and follow the Ipswich & East Suffolk CCG child protection procedures and the organisations safeguarding policy to ensure you are equipped to carry out your duties effectively, you must also attend mandatory child protection training and updates at the competency level appropriate to the work you do.

**Safeguarding Adults:** Everyone employed by the Organisation regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately.  You have a responsibility to ensure you are familiar with and follow relevant policies in relation to safeguarding vulnerable adults. To ensure you are equipped to carry out your duties effectively, you must also attend mandatory vulnerable adult protection training and updates at the competency level appropriate to the work you do.