**Reception Team Leader**

**Job description and person specification**

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| Job Title | Reception Team Leader |
| Line Manager | Operations Manager |
| Accountable to | Senior Management/Partners |
| Hours per week | Full time |

**Job Description**

The role of the Reception Team Leader is to be responsible for the leadership and supervision of the Patients Support team, ensuring all reception and administration duties are performed efficiently and professionally and to the required standard, meeting the objectives of Vida Healthcare. This being face to face, verbally on telephone or written through various electronic systems.

They will ensure all reception service areas of the Practice continue to run smoothly. There may be certain elements of the role that are delegated on a permanent basis, but this will be site specific and subject to change.

The list of duties below is not exhaustive and may be subject to change as deemed necessary. The role will include:

* Oversee the call queues, guide PST members calls are answered promptly on individual sites, and cross site cover.
* Oversee Task Management (TMT site specific), and Online consultations services.
* Organise staff working patterns to ensure that the day-to-day routines are covered appropriately and ensure PST staff rotas are in place for relevant sites, include organise cover in the event of short notice absent of PST members.
* Authorise staff’s reimbursement claims.
* Be responsible for the petty cash for the site.
* Provide training to new members of the reception team and provide support for any additional training needs of all PST staff, ensure patients are signposted to the most appropriate service.
* Be first point of contact for PST members to escalate items / issues to.
* Complete return to work interviews if appropriate and in a timely manner.
* Assist with probationary review and staff appraisals.
* Assist with reception / PST front-line duties when needed.
* Ensure the team are kept well motivated and communicate effectively with all team members.
* Be the first point of contact for patients wishing to make a verbal complaint.
* Where there is an issue / complaint from a patient try and resolve without the need to escalate / make formal. Make appropriate notes for escalation and record on log.
* Complete Significant events and learning events as required.
* Process Foodbank voucher requests
* Process translation requests
* Assist with clinical rotas and make immediate changes due to GP / Triage absence at short notice, liaising with the Operation Manager / Management Assistant and following processes in place.
* Oversee room allocations as required.
* Assist with CQC compliance.
* Support with additional tasks as agreed by the Operation Manager.
* Be the first port of call with building enquiries and general facilities issues as they arise, bring this to the attention of the Facilities Operation Manager (liaise with Norse at THS)
* Highlight any consumables that may need ordering, for each site, to the relevant person.
* Attend relevant meeting and take minutes when appropriate.
* Deal with all information sensitively and in accordance with confidentiality guidelines
* Follow and comply with all policies and procedures, reporting concerns as appropriate.
* Fulfil personal responsibilities for all matter relating to Health and Safety and Risk Management
* Staff audits to be carried out and made visible to all senior management.
* Performance Management where/when required.

**Qualifications**

**Required:**

* • Educated to GCSE level, or two years working experience.
* • Entry level knowledge of emails, Microsoft products.
* • Ability to work effectively with others.
* • Excellent organizational, time management, communication skills, and attention to detail.
* • Ability to work with highly confidential information.

**Preferred:**

* Team / man management of small team
* Previous Medical terminology training.
* Previous experience using SystmOne.
* Entry level knowledge of emails, Microsoft products.
* Previous experience of working within the NHS

**Knowledge and Experience**

* Previous experience of working in a busy customer facing environment is required. Experience of this in a GP Surgery is preferable.
* NVQ / formal qualification in Customer Care (desirable).
* Administration Qualification at NVQ 3 (desirable)
* Experience of reception and/or secretarial work
* Have good standard of written and spoken English.
* IT literate – able to produce MS Word documents and very basic Excel Spread Sheets.
* Dealing with Patients / customers (essential).
* Good keyboard skills (essential).
* Up to date awareness of the NHS (desirable).

**Person Specification**

**Skills**

* Clear, polite spoken manner.
* Ability to work to deadlines.
* Have problem solving skills.
* Be smart, polite, and confident.
* Have excellent planning and organisation skills.
* Can perform under pressure and work well within and leading a team.
* Be Self-motivated and flexible in terms of listening to and adopting the ideas of the team as appropriate.
* Be able to command respect and compliance from others without conflict – through use of tact and diplomacy.
* Experience of communicating and liaising politely and positively with internal and external customers / patients – face to face and on the telephone, whilst considering the confidential nature of the post. (essential).
* Able to maintain, input and monitor information on computer systems – such as SystmOne and Microsoft Office Applications (essential).
* Excellent time management – i.e., ability to work effectively to strict deadlines (essential).
* Able to make decisions under pressure whilst maintaining a positive communication style (essential).

**Behaviours**

* Be able to present an idea to a small group and present a credible case for the group to be persuaded in favour of the idea presented.
* Committed to excellence – i.e., driven to deliver a service of superior quality (essential)
* Ownership – willing to take on additional responsibilities to ensure a first-class service is delivered (essential)
* Demonstrates commitment to fairness and equality (essential)
* Responsive and positive about change (essential)
* Be able to work both as part of a team and as an individual (essential)

Our patients demand the highest standards of care and if you are conscientious with a strong team-working ethic, then one of these could be the ideal role for you.

You must be able to work collaboratively with the general practice team to meet the needs of patients. High quality service delivery, complete confidentiality and patient satisfaction are an absolute priority.

We pride ourselves on our impeccable standards of patient care and in order to maintain this it is essential that we employ reliable team players with strong caring qualities, dedication, and excellent attention to detail and commit equality-of-service delivery.

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.