**Job Description – Reception Manager**

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| **Responsible to – Practice Manager**  **Personal responsibilities:**   * To ensure your own mandatory training is kept up to date in line with practice policy * To highlight to the practice manager if you are in need of any additional support * To attend weekly operational meetings with the practice manager and use this forum to highlight areas of concern in the practice. * To deputise in the absence of the Practice Manager ensuring communication is your top priority when decision making. |
| **Finance and Enhanced Services** |
| * Payroll – to keep HR/sickness records updated via the internal system to enable payroll to be run accurately. Gathering the data to enable the Finance Manager to complete payroll by a specified deadline. * Enhanced Services – To oversee the procedures and processes involved in enhanced services and implement any changes to existing processes following instruction by the Practice or Finance Manager. To ensure new processes and procedures are followed by relevant staff members, flagging up any issues to the Practice Manager. |
| **HR and Personnel** |
| * Convey personnel issues and concerns to Practice Manager as and when they arise. * Training of staff in new software, procedures and protocols. * Informally and formally observe staff’s levels of ability and identify areas of under-performance to be highlighted to the practice manager for further training & support or disciplinary procedures. * Manage annual leave and ensure adequate cover is in place |
| **Quality and Safety** |
| * Maintain records of practice procedures to ensure that the practice is compliant with CQC * To be fire marshal trained, be aware of Fire Evacuation procedures * Ensure all staff are aware of Health & Safety procedures and these are maintained * Support the Practice Manager with Audits. * Complete and maintain Risk assessments for staff, health & Safety and building maintenance. |
| **IT** |
| * To support staff and Partners with any IT issues outside of the normal day to day issues. * Run Searches & Reports as requested by the practice manager or by GP partners, or as necessary in order to complete given tasks. Support with the implementation of new software ensuring business as usual by coordinating external and internal teams and procedures. |
| **Management/Operational** |
| * Line Management of reception/admin staff * Annual appraisals for all reception/admin staff * To undertake probation reviews for new staff * Manage meeting schedules and arrange meetings for, Complaints, Significant Events, Partnership, Joint Partnership, Palliative Care, Hospital Admissions, Safeguarding and PPG * Minute meetings and set agenda in line with practice leads * Deputise for Practice Manager in their absence * Manage, record and circulate alerts * Cover Managers Assistant when on leave * Ensure that the practice operates in line with GDPR and Data regulations * Advice staff on GDPR and Data Processing and amending processes as required. * Opening up procedure * Safely delegate work, where appropriate and within the recipient’s abilities and responsibility level and identify where support is required to ensure safe delegation. * Process and respond to telephone, email and face to face queries/complaints from patients * Cover Care Navigators/telephones when required * Assist/cover in the processing tasks for reception * Provide support and cover for absent Staff as and when required * Support with Health and Safety Audits * Arrange building maintenance * To support the practice manager and partners with the transition and implementation of any new services. |