**Receptionist (part-time)**

**Job description**

Mount Farm Surgery is a dynamic, forward-thinking GP practice in Moreton Hall, Bury St Edmunds. Focused on delivering the best possible patient service we are seeking an enthusiastic, flexible new team-member to join our Reception team.

The successful applicant will have excellent communication skills, with a patient-focussed attitude. We are looking for a quick learner with good IT skills and excellent attention to detail. Joining a team of 8 others, as part of a wider team, a helpful and friendly manner is essential, with the ability to work well with others.

**The role is for 21.5 hours per week.**

**Monday: 7:45am-5:00pm**
**Friday: 7:45am-5:00pm**

+ 5 flexible hours per week to be worked in Reception (these hours will be confirmed at least 1 week in advance).

Plus the availability to work occasional Saturday mornings on a rota basis and voluntary overtime will also be available.

***Please be aware that there is no flexibility regarding the shift patterns above.***

In return for your hard work, Mount Farm is delighted to offer:

* Generous annual leave entitlement
* Membership of the NHS contributory pension scheme
* Option of NHS discounts & Blue Light Card for retail/dining/holidays etc.
* A fully equipped kitchen and staff room

Telephone interviews will take place on **Tuesday 8th April**  and if you are successful you will be invited to a face-to-face interview that will take place on **Tuesday 15th April.**

The successful applicant will be expected to pass a standard DBS check.

Please see our website for our privacy statement: https://www.mountfarm.com/your-information/
Then select 'employee privacy notice'.

**Job Description:**

· Adhere to the practice charter at all times to ensure the highest possible levels of patient service

· Deal with patients both at the desk, and on the telephone, in a professional and courteous manner

· Action all tasks in a timely manner

· Adhere at all times to agreed workflow and security procedures, including patient confidentiality

· Undergo any necessary training required

· Ensure the reception and waiting areas are kept tidy at all times

· Answer telephone calls as quickly as possible to minimise queue times

· Acknowledge waiting patients when dealing with other patients on the telephone

· Assist colleagues in the Prescriptions Dept. if needed

· From time to time, the job holder may be required to work additional shifts to cover holiday and sickness absences

· Any other duties you may reasonably be required to undertake at the discretion of your line manager

**Person Specification**

***Academic/Vocational qualifications***

**Essential**

Good standard of general education

**Desirable**

Customer service training

Medical terminology training

Telephone technique training

***Experience***

**Essential**

Experience of providing a high standard of service

Experience of working in a pressurised environment

Experience of dealing with members of the public

**Desirable**

Experience of working in a GP surgery

Experience of handling sensitive information

Familiar with SystmOne

***Knowledge/Skills***

**Essential**

Computer-literate

Excellent communication skills (written and oral)

Clear and polite telephone manner

Tact and diplomacy

Empathy with patients

Ability to be professionally-assertive when required

***Qualities/Attributes***

**Essential**

Good team worker

Pro-active

Cheerful

Projects a positive professional image

Can cope with change

Self-motivated

A positive approach to learning

Excellent time-management

Ability to prioritise

Remains calm under pressure

**Other**

Flexibility re: hours

Flexibility re: duties

Job Type: Part-time

Pay: £11.82 per hour

Benefits:

* Company events
* Company pension
* Discounted or free food
* On-site parking
* Sick pay