

Reception Manager Role Definition

Job Title:	Reception Supervisor
Department/Location:	Highlands Surgery
Reports to/supervised by:	Practice Support Manager
Main Purpose of the Job (Job Summary): - Responsible for the day-to-day Supervision of all reception staff and associated functions, including the clinical system, ensuring all functions are carried out in accordance with agreed procedures, protocols and time scales, and reporting to the Practice Support Manager as necessary. - Oversees reception workflows, monitors performance, and ensures that all patient processes are delivered safely, efficiently, and in line with practice policies. - Supports reception staff through coaching, training, and regular feedback, fostering a positive, professional, and resilient team culture.	
Key tasks and responsibilities (Job Content): - Ensure the use of standard protocols and procedures to carry out all tasks. - Always monitor and review efficiency of the appointment systems. - Monitor and book postnatal checks as required. - Monitor and book 24hr ECG's and Blood Pressure monitoring. - Reception Staff Rota to be completed and ensure there is always adequate cover. - Co-ordinate and review key usage, ensure key log is always completed. - Ensure there is a robust system for communication with all teams within the Practice. - Deal with any issues which may arise within Reception. Escalate to Practice Support Manager, or Operations Manager if necessary. - Ensure all QOF tasks allocated to reception are completed in a timely and accurate manner. - Attend Time to Learn and/or non-clinical training meetings arranged for non-clinical staff. - Carry out any other duties that may be relevant to the role.	
Other Information/responsibilities i.e. finance, health and safety, recruitment etc. - Assist with the appropriate recruitment and selection procedure for Reception Staff. - Provide induction and training of all new reception staff to agreed standards and undertake an ongoing review of all staff. - Undertake one-month, three-month and six-month probation reviews with new staff. - Conduct Return to Work Interviews. - Review, manage and action On-line patient consultations requests received by the practice. - Inform patients of relevant charges for any private services, ensure that all receipts are logged and filled out correctly. - Comply with all aspects of Highlands Surgery Health and Safety Policies and Procedures and that all team members adhere to these policies too.	
Performance standards/targets/objectives/KPI's/behaviours - Ensure all incoming calls are answered within three rings. - Ensure all on-line patient requests are reviewed and triaged promptly, ensuring patients receive timely, accurate responses and that urgent issues are escalated without delay.	

HIGHLANDS SURGERY

- Accurately check in all visitors using the designated sign-in book.
- Respond to patient inquiries at the reception window promptly, professionally, and in line with appropriate protocols.
- Adhere to the organisation's dress code policy at all times.
- Comply fully with the clear desk policy throughout all shifts.
- Consistently deliver and demonstrate high standards of patient service.
- Ensure all staff are upskilled on new procedures or changes, and that protocols are developed and communicated for all system and process updates.
- Maintain a clean, organised, and welcoming reception environment at all times.
- Maintain confidentiality and professionalism at all times.
- Lead by example, demonstrating professionalism, punctuality, and flexibility.
- Maintain a high-performing and motivated practice reception team

Skills/core competencies/experience/abilities/education necessary for job

- The ability to motivate and organise a team and to take responsibility for the team's performance.
- The ability to use own judgement, resourcefulness and common sense.
- Handle patient complaints, escalate to practice support manager when required.

Job Holder: [Name/signature/date]

Approved by: [Name/Title]