**Job Title:** Receptionist

**Reporting to:** Administrator/ Practice Manager

Milton Abbas Surgery is a small, rural training practice with approximately 4800 patients and four GP partners. As a team we aim to provide the highest standard of individualised healthcare in a safe, friendly, and welcoming environment. We take pride in supporting our patients in sickness and in health, providing a full range of health care services to them, both in the surgery and the community.

We are currently looking for an enthusiastic, proactive person for the role of receptionist.

**Job Summary:**

The purpose of the role is to:

* Offer general assistance to the practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone
* Receive, assist, and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient, and effective way
* Undertake a variety of administrative duties to assist in the smooth running of the practice including the provision of secretarial and clerical support to clinical staff and other members of the practice team
* Facilitate effective communication between patients, members of the primary health care team, secondary care, and other associated healthcare agencies

**Duties and Responsibilities:**

The duties and responsibilities to be undertaken by members of the practice administration team may include any or all of the items in the following list. Duties may be varied from time to time under the direction of the Administrator/Practice Manager, dependent on current and evolving practice workload and staffing levels:

* Opening up/locking-up of practice premises and maintaining security in accordance with practice protocols
* Maintaining and monitoring the practice appointments system
* Processing personal and telephone requests for appointments, visits and telephone consultations and ensuring callers are directed to the appropriate healthcare professional
* Processing and distributing incoming (and outgoing) mail
* Taking messages and passing on information
* Filing and retrieving paperwork
* Computer data entry/data allocation and collation; processing and recording information in accordance with practice procedures
* Initiating contact with and responding to requests from patients, other team member and associated healthcare agencies and providers
* Clearing and re-stocking consulting rooms as required
* Providing clerical assistance to practice and attached staff as required from time to time, including word/data processing, filing, photocopying and scanning
* Provision of refreshments for staff and visitors as required, loading and emptying the dishwasher and keeping the kitchen area clean and tidy
* Keeping the reception area, notice boards and leaflet dispensers tidy and free from obstructions and clutter

The position available is a permanent, part time role, consisting of 9.5 hours, 8am-6pm (with a half hour unpaid lunch break) on a Friday. These hours are non-negotiable, although there may be additional hours available to cover annual leave of sickness.

The rate of pay will start from £12.21 per hour, dependant on experience.

Applicants must be available to work both morning and afternoon shifts until 6.30pm and have the flexibility to provide a share of the cover for holidays and sickness.

The successful candidate will be appointed subject to a satisfactory DBS check and references.

**Person Specification**

**The person we are seeking to fill this vacancy should have the following attributes:**

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| **PERSONAL PRESENTATION** | **Essential** | **Desirable** |
| The post holder must be presentable and professional. | 🗸 |  |
| Strong interpersonal skills including confident body language. | 🗸 |  |
| Communicate effectively in English, with people from different backgrounds, cultures and organisational levels, using a variety of media: phone, e-mail, face to face | 🗸 |  |
| Evident listening skills | 🗸 |  |
| Legible handwriting | 🗸 |  |
| Willing to wear a uniform, if required. | 🗸 |  |

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| **RELEVANT KNOWLEDGE** | **Essential** | **Desirable** |
| 5 O Level/GCSE’s passes (or equivalent) Grade C or above, to include English and Maths. | 🗸 |  |
| Excellent computer skills in Microsoft Word, accessing and using the internet, and e-mailing. | 🗸 |  |
| Good written skills in English | 🗸 |  |
| Experience in using a range of office equipment: photocopier, printers, scanners. | 🗸 |  |
| Knowledge of medical software packages |  | 🗸 |

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| **WORK EXPERIENCE** | **Essential** | **Desirable** |
| Experience of working in or with a small team | 🗸 |  |
| Experience of working in a service environment dealing with customer/clients either by phone, e-mail or face to face. | 🗸 |  |
| Acceptable work references | 🗸 |  |
| Experience and the ability to work to tight deadlines | 🗸 |  |
| Experience of working in and the ability to cope in a pressured environment whilst maintaining a positive, cheerful attitude | 🗸 |  |
| Administration experience | 🗸 |  |
| Experience of working in General Practice or a Health Care setting. |  | 🗸 |

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| **SPECIAL APTITUDES** | **Essential** | **Desirable** |
| Careful proof-reading ability | 🗸 |  |
| Able to apply logistics for appointment and visit planning. | 🗸 |  |
| Fast typing speed |  | 🗸 |
| Ability to talk confidently to different groups of people. | 🗸 |  |

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| **BEHAVIOURAL ATTRIBUTES** | **Essential** | **Desirable** |
| Able to work harmoniously as part of a team | 🗸 |  |
| Confident in dealing with people (customers and colleagues) | 🗸 |  |
| Tactful in dealing with “difficult” situations, always courteous and considerate | 🗸 |  |
| Demonstrates attention to detail in written work | 🗸 |  |
| Able to prioritise work and work to tight deadlines | 🗸 |  |
| Pro-active attitude to work | 🗸 |  |
| Responsive and responsible | 🗸 |  |
| Reliable and trustworthy | 🗸 |  |
| Self-motivated, and able to work autonomously | 🗸 |  |
| Responds well to constructive criticism | 🗸 |  |
| Sense of humour | 🗸 |  |
| Lateral thinker |  | 🗸 |

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| **OTHER** | **Essential** | **Desirable** |
| Able to get to work easily and on time | 🗸 |  |
| Shows a flexible approach to working overtime/extra hours/covering for other staff | 🗸 |  |
| Is able to work for the contracted hours of work | 🗸 |  |
| Driving License  | 🗸 |  |

To apply, please **send your Curriculum Vitae** with a covering letter detailing why you think you would be suitable for the role; either by post or email to joanna.thomas@dorsetgp.nhs.uk by the closing date of Sunday 29th June 2025.

If you would like further information on the role or to visit the practice, please contact Sarah Noble, Joanna Thomas or Hayley Williams on 01258 880210 or email joanna.thomas@dorsetgp.nhs.uk

You can also visit our website: miltonabbassurgery@nhs.co.uk

Interviews to be held on Thursday 3rd July 2023.