

DOCTORnow

Job Title	Receptionist/Administrator
Accountable to	Team Leader
Employment type	Part-time/Full time
Employment Status	Continuing Contract
Job Location	Beaconsfield
Hours of Work	Up to 40 hours a week (to include daily 30 min unpaid breaks where applicable)

Receptionist/Administrator

Main Duties & Responsibilities

The post holder will be expected to undertake a variety of duties and the above is intended to indicate the range rather than set limits. In order to maintain the efficient running of the Practice, it is important that all staff are prepared to take on additional/relinquish existing duties as necessary.

Reception duties

- Meet & greet patients and visitors in a professional and welcoming manner
- Booking, cancelling, re-arranging appointments at the reception desk
- Taking payments on the day ensuring the correct invoice is raised and processed; accurately logging cash payments
- Dealing with TDL samples and collections
- Dealing with general enquiries at the desk at Reception in a professional and appropriate manner
- Proactively promoting our memberships and services at Reception, in particular, ensuring new and PAYG patients are aware of our services and membership options and handing out brochures etc; ensuring MASTA patients are aware that we stock MASTA consumables etc
- Dealing with membership enquiries and enrolling patients as members at Reception; keeping the membership team informed
- Making drinks for patients and clinicians as needed
- Arranging for deliveries to be dealt with as required
- Ensuring patients complete new patient registration and GDPR forms
- Adding information to patient records paying very careful attention to detail
- Passing prescription requests through to clinicians during Prescription slots
- Ensuring the relevant clinician's door plate and Doctor's stamp are in place as they come on duty
- Deploying spillage kits at Reception/in the waiting area as required
- Ensuring the Reception desk and waiting areas are kept clean and tidy
- Alerting patients to any delays in advance if possible or on arrival; ringing through to the clinician to let them know their next patient is waiting as per the protocol; keeping patients informed re any delays
- Stock replenishment at Beaconsfield Reception (till rolls/leaflets/business cards/appt cards/imaging forms/patient forms/Membership brochures/Services brochures etc)
- Alerting a clinician immediately and offering assistance if a patient appears unwell in the waiting room
- Remaining calm and following instructions in the case of an emergency
- Report any safeguarding concerns to the Safeguarding Lead or if they are not on duty to another clinician or the Patient Services Manager
- Deal with any paperwork that can be actioned at Reception

- Ensuring self pay on site ultrasound scans are billed either to the patient or room hire to Consultant Radiologist

Administration duties when not on Reception

- Answering phone calls within 3 rings and dealing with a wide range of enquiries including booking GP and Nurse appointments; taking prescription requests; dealing with enquiries; taking and passing on messages accurately and promptly etc
- Processing repeat prescription requests in line with the practice protocol
- General administration including scanning; faxing; typing; filing; opening and distributing post; franking post; shredding; routine and ad hoc admin tasks etc
- Co-ordinating off site corporate GP on site surgery appointments and ensuring they are entered into the clinical system (Owned task)
- Dealing with Paperwork returned from GP clinics held off site (Owned task)
- Home Visit Invoicing (Owned task)
- Dealing with deliveries
- Keeping the NHS GP database up to date
- Managing the reception@; info@ and prescriptions@ mail boxes
- Providing admin support for the GPs when the Medical PAs are off duty
- Processing repeat script requests in line with the practice protocol
- Website watch (Owned task)
- Obtaining and inputting Consultant clinic lists into clinical software (Duty Receptionist)
- Ensuring stocks of stationery; forms; brochures etc are maintained at Reception (Duty Receptionist)
- Member of the Patient Portal Team (Owned task)
- Dealing with uncollected scripts held at Reception (Owned task)
- Receiving; checking in; putting away deliveries and adding stock to our clinical software
- Ensuring the MASTA consumables cabinet is well presented and stocked
- Restocking clinical room trollies
- Dealing with tasks generated through the clinical software
- Incoming post
- Franking of outgoing post
- Ad hoc project support work as required

Required competencies and behaviours

1. Communication and Influencing

The ability to proactively and reactively manage communication by gathering and giving information; the ability to influence and persuade others by:

- Having a communication manner and style that makes a positive impression
- Displaying a positive, can do attitude
- Listening to and considering others views
- Using face to face communication with colleagues whenever possible
- Using electronic communication channels appropriately and in a way that generates a positive reaction in the recipients
- Conveying information in plain language
- Being able to handle difficult situations professionally and objectively and diffusing potential problems
- Stating own views and opinions objectively, clearly and concisely within the team and backing them up with clear evidence
- Ensuring effective written handover to colleagues at the end of each shift
- Demonstrating empathy

2. Delivering results

The ability to focus oneself on achieving specific outcomes by

- Effectively implementing company initiatives
- Working positively to achieve individual/team objectives set by the company
- Encouraging others to aim high and exceed normal expectations
- Being able to progress several issues simultaneously

- Taking ownership of a task and ensuring it is completed or where necessary effectively handed over to a colleague.
- Meeting agreed deadlines
- Following company processes and systems

4. Team working

The ability to contribute to teams and to improve their effectiveness through personal commitment by:

- Developing a wide network of productive relationships around the business
- Putting forward ideas for process/ service improvement
- Developing ideas and solutions jointly with others
- Demonstrating a strong sense of team spirit
- Giving and receiving fair and constructive feedback
- Supporting less experienced colleagues
- Takes responsibility for own actions
- Being prepared to take on additional shifts, including evenings and weekends, to help cover holiday and sick leave
- Being flexible and adaptable
- Demonstrating reliability
- Keeping up to date with information circulated by email
- Responding to emails promptly and professionally both internal and external

5. Customer focus

Pursues the delivery of the highest level of customer service by:

- Projecting a friendly, professional manner to patient and visitors
- Understanding and meeting/exceeding the company's customer service standards
- Anticipating the needs of service users
- Identifying opportunities to benefit service users
- Striving to resolve customer concerns
- Talking and listening to customers to clarify their real needs and expectations
- Being prepared to "go the extra mile"
- Always maintaining a smart, professional appearance

6. Resilience

Demonstrates the ability to be resilient and to achieve through sustained effort by:

- Maintaining motivation and focus when under pressure
- Progressing with the task professionally, even in the face of personal frustration or disappointment
- Refusing to allow earlier setbacks to affect future situations
- Remaining calm, professional & focused, acting as a role model in difficult situation
- Staying positive in the face of interpersonal conflict or disruption to plans
- Stepping back from a difficult situation to understand what is going on & why
- Sticking to the task in hand, even if practical difficulties arise

7. Relationship Building

The ability to get on well with a wide range of people and build long term trusting relationships by:

- Building rapport with people
- Developing trust in relationships
- Being sensitive to the unspoken feelings of others
- Noticing when others need help and support
- Being open and honest with colleagues
- Not creating a divisive atmosphere

8. Planning and Organising

The ability to plan, organise and prioritise work by:

- Identifying priorities and reassessing as required
- Concentrating effort on immediate priorities
- Ensuring own work is accurate and timely
- Planning ahead

9. Time and workload Management

The ability to make most effective use of one's own time by:

- Demonstrating attention to detail and the ability to plan daily workload
- Getting the job done without procrastinating or delaying
- Being constantly aware of what is the best use of their own time
- Being punctual and a good timekeeper

- Being able to multi-task
- Being efficient and organised

10. Development and self-reflection

The ability to focus on own behaviour and development and to take action to adopt a different approach/ learn by:

- Actively seeking feedback to assist with continuous self-improvement
- Being open to receiving constructive feedback objectively
- Positively and fully engaging with the company's annual performance appraisal process
- Being open to learning
- Reviewing and consciously learning from experience

Qualifications; skills and experience

- Educational achievement to at least GCSE level (or equivalent) including English Language and Maths
- At least 2 years' experience of working on a busy Reception desk in a high end service environment
- At least 4 years customer service and administration experience
- Computer literate, able to use a range of software programmes including Microsoft Word; Excel and Outlook. The ability to learn new IT software quickly (with training)
- First Class communication skills – face to face; phone and email/writing
- Excellent organisation skills
- Excellent attention to detail