

## Reception Manager

Salary – £15-£16 per hour (depending on experience)

Full time – 40 hours per week

Hampton Medical Centre was established in the 1930's and has a patient population of 11,500. The Practice is situated on a single, purpose built site, which has evolved over the years. We are based in a large suburban leafy location, with easy parking

We're looking for a Full time Reception Manager (40 hours a week). You will need to have experience managing a team as well as working in an NHS GP practice. Be a good communicator, fluent in English, written and spoken, with excellent interpersonal and customer service skills; especially under pressure. And have excellent organisational skills and time management. A caring, empathetic character is essential.

The list of duties listed is not exhaustive and may be subject to change as deemed necessary.

To fully supervise the Reception team including; assisting and guiding Reception staff, ensuring that all front line services run smoothly at all times, providing front desk and telephone cover. Assess the Reception workload, prioritise and allocate/delegate appropriately to members of the Reception team, ensuring all deadlines are met and administrative items are kept up-to-date. Ensure opening up/locking up procedures of the premises are maintained and adhered to. Managing reception and being point of call for all reception queries.

To initiate and develop new ideas on Reception organisation. Ensure that the waiting rooms are kept clean and tidy and maintaining this on a daily basis to ensure no hazardous objects are left in the Reception area i.e. boxes are folded down and put in the recycle bin outside the front of the surgery. To promote team working and encourage development of the Reception team within a positive working environment, acting as a role model, supporting and motivating team members and promoting good staff relations.

Provide support to Practice Manager & GP Partners as required and become an integral part of the management team. Supervising/ Working on reception carrying out reception duties as follows - Phones, being patient facing, Tasks, Docman Workflow, Email accounts, Prescriptions, AccurX & Referrals.

To produce weekly staff rotas to ensure staffing levels are adequate at all times, including late evening shifts. Inform the Practice Manager of any anticipated difficulties with cover. Ensure practice policies and procedures are followed and adhered to by all members of the Reception team and inform the Practice Manager of any issues arising. Ensure the Reception team is made aware of and trained in any changes in Reception protocols and procedures, with particular attention to patient confidentiality issues.

To ensure that training requirements for the Reception team are reviewed regularly to ensure that appropriate training and learning needs are met. To carry out the induction of new staff members in a timely manner and to sign off any other training for the Reception team. Work with the Senior Administrators to keep the Induction pack up-to-date. Carry out general Reception duties as per Reception job description.

Ensure stock control/supplies within Reception are adequate and report any shortage to the Senior Administrator. To supervise post opening, and scanning of the documents received, including post to host scanning, ensuring it is completed on a daily basis and in a timely manner. To supervise and ensure the maintenance of incoming medical records so that they are summarised in a timely manner. Any issues are reported to the Deputy Practice Manager.

To ensure appropriate handover/communication processes are in place on a daily basis and remind staff who are not adhering to the protocol. To hold weekly meetings with the Deputy Practice Manager to discuss any Reception issues and action the outcomes accordingly. To ensure the room rotas are completed at both sites for the following day. Any issues should be reported to the Deputy Practice Manager.

To ensure all Reception/Admin staff complete their mandatory training annually and liaise with the Practice Manager with updates. To ensure information in the waiting rooms is accurate and up-to-date, and liaise with those responsible for the noticeboards where appropriate. To ensure telephone calls are answered in a timely manner by Reception, monitoring waiting times and queue length. To deal with both general telephone enquiries from patients and the general public, and the more complex enquiries from patients, as well as supporting the team with more challenging phone calls.

Ensure the patient check-in system is accurate, reflecting clinicians' whereabouts on any given day, including information on locum doctors or nurses. To identify and troubleshoot problems that will affect the services offered to patients.

Audit the prescription collection boxes, letters and tests drawers and any other collection documents to ensure out of date documents such as prescriptions are destroyed following the Practice protocol. This is to be monitored on a regular 2-weekly basis. To attend relevant Practice staff meetings, away days and training days as appropriate. To assist the Senior Administrators and ensure cancelled clinics are appropriately delegated and dealt with by the Reception team. To ensure the front desk is always staffed and that staff are rotated around all functions of Reception (front desk, telephones, on-call administration and scanning desk).

To monitor and ensure that patient confidentiality is adhered to and data security is maintained. To monitor late attendance by Reception staff and report these to the Practice Manager. To communicate effectively and promptly in response to all enquires using a high level of discretion, tact, diplomacy and empathy in a calm and collected manner, which will ensure a smooth, efficient, friendly and welcoming Practice.

To take accurate messages and relay them to the relevant personnel in the most appropriate manner. Ensure that staff is trained to ensure the building is secure upon exit at the end of the day. Ensure that all staff within Reception understand and act upon the prompts (QOF/Pink box) in patients notes. To develop, implement and embed efficient Reception processes and procedures.

To ensure the originals of scanned documents are destroyed on a rolling 1 month basis (to be introduced). To assist the Lead Administrators to co-ordinate training and staff inductions, ensuring they are completed by the appropriate deadlines. To act as a role model for Reception staff, supporting, motivating and promoting good staff relations. To act as Holiday cover for the Reception team.

To perform Reception Staff appraisals annually, with the Practice Manager. To address any poor performance with the Receptionist concerned and liaise with the Practice Manager to plan any remedial actions. Use Practice Index to record any absence, holidays or training. Liaise with the

Practice Manager concerning staffing and organisation of work, suggesting improvements where appropriate.

Conduct Return to Work interviews with staff returning from sickness absence, document the meeting and record in employees HR file. The post holder will recognise the importance of effective communication within the team and will strive to: Communicate effectively with all team members. Communicate effectively with patients and carers. Recognise people's needs for alternative methods of communication and respond accordingly.

Communicate on a proactive basis, as well as a responsive basis. Assist with the gathering of statistics and information when required. Provide cover for members of the support team during periods of absence. Carry out administrative tasks as delegated by clinicians and non-clinical staff. Any working issues identified should be proactively brought to the attention of the relevant person, or escalated appropriately.

Manage and prioritise own workload. To ensure safeguards are robustly followed, in order to minimise errors and reduce risk. Any other tasks allocated by Manager & Partners. The post-holder will strive to maintain and improve standards within the Practice, and will proactively: alert other team members to issues of quality and risk, assess own performance and assume accountability for their own actions, either directly or under supervision. Contribute to the effectiveness of the team, by reflecting on their own and the teams' activities, and making suggestions on ways to improve and enhance the teams' performance. Work effectively with individuals in other agencies to meet patients' needs. Effectively manage own time, workload and resources.

**The post-holder will:** Apply practice policies, standards and guidance. Discuss with other members of the team how the policies, standards and guidelines will affect their work. Participate in audits where appropriate. Work closely with the Practice Manager, Senior Administrators & the Partners.

To apply please send your CV & cover letter to: [sylwia.mroczek@nhs.net](mailto:sylwia.mroczek@nhs.net)

Closing date: 29<sup>th</sup> March 2024

*We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.*