

**Sheen Surgery, Sheen Lane Health Centre, Sheen Lane, London,  
SW14 8LP**

**JOB DESCRIPTION**

**Job Title** : Receptionist  
**Responsible to** : Reception Manager  
**Accountable to** : The Practice Manager and Partners  
**Hours** : Full time/Part time  
**Salary** : Dependant on experience

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**Purpose**

To work as a member of the reception /admin team. To receive and assist patients, at the reception in a courteous, helpful and professional manner. To enter patient and Practice details on the Patient Database in line with Practice policies and procedures.

**Reception**

1. To greet all patients and deal with them in an efficient and professional manner.
2. To answer & respond to all telephone inquiries redirecting where necessary.
3. Handle general enquiries referring where necessary.
4. Make new and follow-up appointments as per practice protocol.
5. Record requests for home visits and contact the duty doctors with late calls.
6. Register new patients – following practice policy

**Clerical Duties**

1. Scan / file medical records, hospital reports and letters.
2. Open mail, date stamp and pass to recipient as soon as possible.
3. Open & sort prescription requests, date stamp and pass to nominated member of senior staff.
4. Check and file records when required.

5. Collect certain fees from patients as and when required.
6. Undertake clerical duties, specified at the time, concerning data input into the practice system.
7. To photocopy notes as required.
8. Send fax's & circulate received fax's to designated personnel

### **General Duties**

1. Each morning you may be required to open the premises
2. On departure, leave reception area tidy and ready for incoming colleagues, ensuring information is left regarding unsolved or urgent problems.
3. Be prepared to set telephone to night service and lock up premises.
4. To log maintenance/repair calls with the service providers.
5. To ensure confidentiality on all matters relating to patients and information obtained during the course of employment and not to release such information to anybody else other than acting in an official capacity.
6. To maintain efficient and effective stock control, ordering items as necessary and being aware of the impact on resources.
7. To be responsible for postage systems according to practice policy.
8. To maintain a working knowledge of the practice's computer systems, including entering and retrieving data.
9. Participate in any required training as part of your self-development plan.
10. Undertake such other duties as may be reasonably required from time to time as are consistent with the responsibility and scale of the post as agreed with the Partnership.
11. Helping to cover sickness and holidays

This job description is a reflection of the current position and may change in emphasis or detail in the light of subsequent developments, in consultation with the post holder.

The person specification for this role is detailed below.

<b>Person Specification – Receptionist / Administrator</b>		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Educated to GCSE level or equivalent	✓	
GCSE Mathematics & English (C or above)		✓
AMSPAR Receptionists Qualification		✓
NVQ Level 2 in Health and Social Care		✓
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working with the general public	✓	
Experience of administrative / receptionist duties		✓
Experience of working in a health care setting		✓
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook	✓	
EMIS user skills		✓
Effective time management (Planning & Organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Problem solving & analytical skills	✓	
Ability to follow policy and procedure	✓	
<b>Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Forward thinker	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
<b>Other requirements</b>	<b>Essential</b>	<b>Desirable</b>
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.