

Job Description

Job Title:	Reception Manager
Reports to:	Practice Managers
Hours:	Part time
Location:	The post holder will be based at Lordswood House Surgery but will be expected to work across all sites when required

Role Summary

To have responsibility for the day-to-day supervision of the reception team and associated activities ensuring all functions are carried out in accordance with agreed procedures, protocols and timescales, liaising with the Practice Manager's as necessary and appropriate.

To ensure an effective and efficient reception service is provided to patients, visitors to the surgery and members of the surgery team.

Job responsibilities

- To be the main point of contact for the reception team
- Ensure adequate staffing levels, approve annual and other leave, and organise bank holiday rotas in line with agreed policy
- Prepare rotas, ensuring adequate staffing levels liaising with the Practice Managers as appropriate
- Work in conjunction with the Practice Managers to maintain the Practice list
- Oversee induction and training of all reception staff to agreed standards
- Oversee the appointment process ensuring patients are booked appropriately
- Deal with more complex reception related enquiries from patients and surgery staff referring onwards where appropriate
- Liaise with surgery colleagues to ensure the reception team runs efficiently and provides excellent service to patients and external organisations
- Attend and be actively involved in surgery training sessions – identifying training needs of reception team as appropriate

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

Confidentiality

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & Safety

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy and the practice infection control policy and published procedures. This will include (but will not be limited to):

- Ensuring job holders across the practice adhere to their individual responsibilities for infection control and health and safety, using a system of observation, audit and check, hazard identification, questioning, reporting and risk management.
- Maintaining an up-to-date knowledge of health and safety and infection control (statutory and best practice guidelines) and ensure implementation across the business
- Using personal security systems within the workplace, according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across the business
- Making effective use of training to update knowledge and skills, and initiate and manage the training of others
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards, and initiating remedial / corrective action where needed
- Actively identifying, reporting, and correcting health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers
- Undertaking periodic infection control training (minimum annually)
- Routine management of own team / team areas, and maintenance of work space standards
- Demonstrate due regard for safeguarding and promoting the welfare of children

Equality and Diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights

Personal/professional development

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

Communication

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

Contribution to the implementation of services

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other team members how policies, standards and guidelines will affect own work
- Participate in audit where appropriate

Other duties

- Provide administrative support to the Business Manager and Practice Managers as required
- To undertake any other duties as agreed with the Business Manager

Person Specification

Person Specification – Reception Manager		
Qualifications	Essential	Desirable
Educated to A-level / equivalent or higher, with relevant experience		✓
GCSE English & Maths (C/grade 4 or above) or equivalent	✓	
AMSPAR Qualification		✓
NVQ Level 2 in Health and Social Care		✓
Leadership and / or Management Qualification		✓
Experience	Essential	Desirable
Experience of working with the general public	✓	
Experience of administrative duties	✓	
Experience of working in a health care setting		✓
Experience of leading / managing a team	✓	
Experience of providing appraisal writing and staff development		✓
Skills	Essential	Desirable
Excellent communication skills (written and oral)	✓	
Strong IT skills (generic)	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook	✓	
SystemOne 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	✓	
Personal Qualities	Essential	Desirable
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Initiative and judgement (knowing when to ask for help)	✓	
Forward thinker	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Maintains confidentiality at all times	✓	