



Role Summary

Norton Brook Medical Centre is a rewarding place to work, people put their trust in us and value the important work that we do, which contributes towards the care of the local community.

We are looking for 2 Receptionist's to join our medical centre based in Kingsbridge; we are open to considering both full time and part time working hours between Monday to Friday 08:00-18:00. The hourly rate for this position is dependent on experience.

You will be joining a well-established friendly and supportive team, where you will be the first point of contact for patients or visitors. Our receptionists are responsible for dealing with all patient enquiries via multiple channels, via phone, email, and face to face, with a positive and friendly approach. Although no previous medical knowledge or experience is required for this role, an understanding of patient confidentiality is crucial, due to the sensitive data the role is exposed to.

Responsibilities

- Welcoming patients and visitors into the medical centre
- Booking and re-arranging appointments for patients
- Maintaining and monitoring the practice appointments systems
- Ensure patients details are correct and up to date on all systems
- Answering the telephone in a prompt manner, ensuring callers are directed to the appropriate healthcare professional when required
- Responding to emails
- Filing and retrieving paperwork
- Processing repeat prescriptions in accordance with practice guidelines
- Dealing with any patient enquiries that come through
- Liaising with GP's nurses and other members of the team
- Opening and closing of the practice premises, ensuring security is maintained
- Providing clerical assistance to Practice and Trust staff from time to time
- Completing ad-hoc administrative duties

Role Requirements

- Previous experience working within an administration/reception role
- Ability to work under pressure, in a busy environment
- A positive, can-do attitude
- Evidence of working within a strong team environment
- The ability to maintain patient confidentiality at all times
- IT Skills
- Educated to GCSE Level or equivalent, with grade C in Maths and English

What we can offer you

- Free parking on site
- Bi-annual staff events
- NHS pension scheme
- 28 days holiday (including bank holidays)
- Generous sick pay entitlement
- Access to NHS staff discount at a variety of retailers across the UK
- Personal development and career progression