



Team Leader/Manager – Priory Medical Centre (Acomb Surgery)

Are you looking for an opportunity to work in a supportive team environment at one of the largest, forward thinking GP practices in the country? Are you passionate about providing a first 1st class customer service? And do you think you would thrive managing and leading our experienced Acomb reception team? We could have just the role for you...

Our Culture...Our People:

At Priory Medical Group, we are a forward thinking and innovative organization driven by a passion for putting patient care first.

We recognise the 'quality of our work is through the quality of our people', which is why as a Practice and as colleagues, we are committed to providing each other with an open, friendly and supportive environment where you can all feel comfortable with sharing ideas and you can be confident you will have all you need to *enjoy working and succeeding* with us.

What is the purpose of this job?

To provide effective leadership and day to day operational management of our reception team.

- To ensure the reception team provide a warm, efficient and first class service to our patients, the local clinical team and internal customers at Priory Medical Group
- Responsible for staffing and service levels (i.e. managing holiday, overtime, unplanned absence and planned absence)
- Responsible for ensuring all clinical rotas are inputted on SystmOne (our clinical computer based patient records system) in a timely and accurate fashion.
- To ensure all CQC, Health & Safety and any other accountability the reception team are responsible for are completed in an accurate, timely and effective fashion.
- Undertake staff performance reviews annually (whilst working closely with the surgery support and development manager)
- Scheduling, conducting and documenting of periodic team meetings with the reception team, and on occasion the wider surgery team, based on effective agendas (whilst working closely with the surgery support and development manager)
- On a regular basis, provide effective feedback to members of the reception team during one 2 one supervisory sessions' i.e. setting expectations, involving the individual with any changes, practice information or development of the service.
- Ensure our team members feel valued and are provided with all the support required to enjoy working and succeeding at Priory Medical Group.
- Whilst also working closely with the Surgery Support and Development Manager and Human Resources to assertively address any areas needing improvement i.e. developing the service, absence management, performance management and any other corrective action



What's the type of person we are looking for?

In all our roles, we look for team members with a warm, friendly, and approachable personality who enjoys working in a wider team. That's why the people we look for get a buzz from our 'Priory Values'...

- Exercising your '**Can-do attitude**' in the face of any setback, challenge or new situation
- Good honest '**Team Work**', where you can rely upon your colleagues and they can rely on you
- Delivering the '**Best Customer Service**', every day, every colleague, every patient

What we look for in your application:

- Although desirable, it is not essential to have previous experience of working in a Health Care Environment if you satisfy the below criteria
- It is desirable to have previous experience of leading and managing a team in a fast paced customer service environment. An in-house leadership training programme will be provided
- To have proven history of developing the skills and confidence of a team and team members to fulfil their potential whilst continuously improving the service they provide to customers
- Proven willingness and ability, to assertively manage difficult conversations with team members and customers
- Proven willingness and ability, to robustly challenge the 'status-quo' and effectively and skilfully manage conflicting priorities in the workplace
- Ability to build strong working relationships with your team, a wider team, across multi-disciplinary teams (as a surgery team) and external agencies
- Competent in the use of PC's and IT

So are you in or are you out ?

Location: You will be based at Priory Medical Centre, Acomb although may be required to work at any of our 9 surgeries

Hours: Open to discussion

Pay: To be discussed at interview stage

Applicants should apply using our Priory Medical Group application form. Please complete and return this application form to vacancies@priorymedical.com

Find us online: www.priorymedical.com/vacancies

