



## Team Leader / People Manager – Heworth Green Surgery

Are you looking for an opportunity to work with our surgery team leaders who are famously warm, friendly and provide an amazing support network for one another every step of the way?

Would you enjoy working in one of the largest, forward thinking GP practices in the country?

Are you passionate about providing a fast paced first 1<sup>st</sup> class customer service?

And do you think you would thrive managing and leading our experienced Heworth Green reception team of 9 employees?

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 and premises.

#### Leading a great reception service

- 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.
- This is our largest surgery and is one of two designated urgent care centres in the practice. So if you enjoy a fast paced environment and variety in your working day this could be for you.
- 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 SystemOne (our clinical computer based patient records system) in a timely and accurate fashion.

#### Leading great people

- Plan, arrange and hold great reception team meetings / briefings / brainstorming sessions to share information and involve your people with changes, problems and generating ideas for improvement.
- On a regular basis provide effective feedback to your people during one to one supervisory sessions (a) setting expectations (b) involving the individual with any changes (c) practice information (d) or development of the service.



- Understanding at all times how your people feel about their role, what is most satisfying, acting on anything they might find frustrating and guiding your people to be the best they can be!
- Ensure your people know they do a great job and feel valued for their contributions. Relentlessly champion the great work of our reception function, gather and share success stories in your team.
- Whilst working closely with the relevant senior manager / Human Resources to compassionately but assertively address areas needing improvement i.e. absence management, performance management, conduct and any other corrective action.

### Site premises

- To ensure the site premises is CQC (Care Quality Commission, our regulatory body) and Health & Safety compliant. Responsible for audits and record keeping to be completed in an accurate, timely and effective fashion.
- To ensure the site is comfortable and presentable for our patients, liaising with 3<sup>rd</sup> parties re; maintenance, cleaning, other contractors.

### 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 patients.
- 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 the Heworth Green Surgery, although may be required to work at any of our 9 surgeries
- Hours:** 37.5 hours per week  
Monday to Friday – specific hours open to some discussion
- Pay:** **£18,915.00 + 6.6 weeks annual leave + company pension scheme**

**Applicants should apply using our application form which can be obtained by [clicking here](#) or by visiting [www.job.nhs.uk](http://www.job.nhs.uk) and searching for Priory Medical Group, York**

### Selection for Interview



The Practice recognises that discrimination of any kind is both unlawful and would act as a barrier to finding the most talented individuals for our organisation. As such, our recruitment and selection procedures exist to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation. A great deal of careful consideration has been invested in preparing the advert for this post based on the specification for this role and the person we are looking for.

**Our selection for interview process is designed to ensure individuals are selected for interview on the merit of their application only.**

If you are applying through NHS Jobs, you will notice you are asked if you would like a guaranteed interview as part of the 'Two Tick' disability scheme. Whilst this is an admirable government initiative, please be aware we are not signed up to this scheme. This is a question on the NHS jobs application form which is outside of our own control. Our own process ensures we consider candidates on the merit of their application only and we do not ask any questions regarding a disability as part of our selection process. We only give candidates the opportunity to share information regarding any disability **after** candidates are invited to interview and **only** if the candidate feels they require adjustments in the interview process.