



## Medical Receptionist

### Heworth Green Surgery

#### What is the purpose of this job

We think the purpose of our Medical Receptionist role is pretty simple ... to provide the best patient service ... every day ... every patient!

As the face of our Practice, you are the first person and point of contact when our patients arrive at our surgeries.

Not only do our patients need you to have a charming personality and a reassuring demeanor ... you will need this in bucket loads!

#### What is the type of person we are looking for

We look for people who are warm, friendly, and approachable with that reassuring smile for every patient!

That's why the people we look for are 'people-people', who love this type of work, and get a buzz from ...

- interacting with people from **every walk of life**
- 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**'.

If this sounds like you, we want you to enjoy working with us and our patients.

#### Job specification

All of our surgeries are busy and many people will be unwell and anxious.

- Dealing with patient queries and requests (such as booking of appointments and resolving queries) by phone or in person, efficiently and accurately
- Retrieving information accurately and efficiently from our clinical system
- Production of prescriptions for patient medications
- Supporting the clinical team and handling their requests
- A variety of other activities that could be reasonably expected of a Medical Receptionist.

#### Reality Check

- Keep up that reassuring smile!
- We are a Doctors surgery, it is inevitable you should be comfortable in reassuring and dealing with anxious, concerned and often unwell patients
- Delivering the best customer service needs flexibility and a 'can-do' attitude
- Our team members are all required to take a fair share of covering absences in the team, where you can rely on the support of your colleagues and they can rely on you
- We want everyone to enjoy coming to work and you can expect a warm welcome, friendly team and all the support you need to enjoy and perform at your best.

#### What we look for in your application

- Experience as a Medical Receptionist is desirable but not essential, alternatively an excellent track record in a fast paced customer service environment interacting with people from all walks of life



- First class communication skills
- Competent in the use of PCs and IT
- Ability to adhere to strict confidentiality policies
- Absolute discretion with regards to patients and colleagues
- Proven history of learning and adhering to policies and processes
- The ability to work in a fast paced environment with an attention to detail.

### So are you in?

Job title: Medical Receptionist

Contract: Long Term Sick Cover – this post is to for a fixed term contract only at present and will come to an end on the principal post holders return from long term sickness. However the possibility of this role becoming permanent and/or other opportunities in our practice will be regularly reviewed.

Location: Heworth Green Surgery

Hours: 14.5 Hours per week

Monday	Non-working day
Tuesday	Non-working day
Wednesday	Non-working day
Thursday	09.30 – 16.00 (inclusive of 30 minute unpaid break)
Friday	08.30 – 18.00 (inclusive of 60 minute unpaid break)
Saturday	Non-working day
Sunday	Non-working day

Salary: £7.75 per hour

+ 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.