



Medical Receptionist x 2

Background as a medical receptionist is not essential; we look for great customer service!

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

- 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 busy 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 – able to pick up quickly use of IT systems
- 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

Location: We have two exciting opportunities.

Certain flexibility is required in both, as you can be required to work from any of our 9 surgeries in York.

We envisage these two posts will be based for sustained short to midterm periods at a one of our surgeries to ensure you feel a part of that team before potentially moving to another surgery. The surgery you work from can be subject to change at any time during your time with us, we offer you the chance enjoy meeting new supportive colleagues, working with more than just one of our fabulous surgery teams and we ask in return for you to be flexible and able to build great working relationships quickly.

These two posts will work a sustained period initially from our Acomb surgery and the other from our Heworth Green surgery.

Hours: 20 Hours per week

You are required to be available for work during the periods set out below as required by the business. As such, the specific hours of work are variable. We will provide you, if and where possible, with notice of changes to specific working hours.

Monday	08:00 am – 06.00 pm
Tuesday	08:00 am – 06.00 pm
Wednesday	08:00 am – 06.00 pm
Thursday	08:00 am – 06.00 pm
Friday	08:00 am – 06.00 pm
Saturday	non-working day
Sunday	non-working day

Salary: £7.83 rising to £7.93 per hour after successful training period + Company pension scheme

Applicants should apply using our application form which can be obtained by [clicking here](#) or by visiting 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.