



## Call Handlers – Flexible/Open to discussion

Do you have experience of working as a call handler? Are you looking for a role where YOU can tell US what you are looking for? Would you be interested in working in our supportive and friendly patient contact centre?

It is exciting times for our Patient Contact Centre and we have new opportunities.

### What is the purpose of this job?

We think the purpose of this job is pretty simple ... to provide 'the best' patient contact service ... every day ... every patient!

As a Call Handler based in our Patient Central team, you are the voice of our Practice. You will be the first person many of our patients will come into contact with when booking their appointments.

Not only do our patients need you to have a friendly telephone-smile and a reassuring demeanor ... you will need this in bucket loads!

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

You should be comfortable (and enjoy) working in a call center environment and we look for people with a warm, friendly, and approachable personality with a reassuring smile radiating in your telephone voice and manner.

You will need to be able to do this whilst ensuring our patients are pointed to the most appropriate clinician, ensuring calls are handled accurately and working towards patient (call) waiting targets within the team.

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 'teamwork', where you can rely upon your colleagues and they can rely on you
- delivering the 'best customer service', every day, every patient.

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

### Job specification

- Operating in a call centre environment.
- To take telephone calls from patients who are requesting/requiring appointments and to accurately record essential information on our clinical system (SystemOne).



- To take calls appropriately and efficiently whilst adhering to a script. In doing so, contributing to some fantastic team targets and making a real difference to the patient experience
- To make the most appropriate appointment for the patient i.e. GP, Nurse, Health Care Assistant
- Various administration duties generated by patient calls and any other administration work associated to the Patient Central team. To follow accurately and efficiently administrative processes and procedures
- Such other duties as may reasonably be delegated from time to time
- Maintain patient confidentiality.

## What we look for in your application

- Excellent track record in a target driven customer service environment
- Proven 'first class communication skills'.
- Proven ability to comply and work to processes and procedures
- Competent in the use of PCs and IT systems
- Ability to adhere to strict confidentiality policies
- Absolute discretion with regards to patients and colleagues.

## So are you in or are you out?

Job Title: Patient Central Administrator (Call Handler)

Location: Priory Medical Centre, Cornlands Road, Acomb, York

Hours of work: We are open to discussion in how many hours you are looking for, large and small.

We have hours immediately available Monday to Friday

08:00 am – 06.00 pm

We may have in the future hours that might accommodate any other commitments outside of work and we would like to hear from you.

### **If you are interested in Evenings:**

To be available for work between 18:00 – 20:15 Mon to Fri.

### **If you are interested in Weekends:**

To be available for work between 08:30 – 12:30 Sat to Sun

### **If you wish to top up your hours with weekday work Mon – Fri,**

We are open to discussion

Because our patients rely on the team to access the care they need, and because we as colleagues must be able to rely on one another, you will be required to work additional hours and/or days as necessitated by service needs. This is typically to cover planned / unplanned absence in the team. You will be expected to work a fair share of these additional hours as your colleagues in the team.



Additional hours needing cover (cover ROTA) are displayed 4 weeks in advance and all team members are required at first instance to participate and to take a fair share. You should be aware, additional hours maybe allocated to you on occasion if the cover ROTA is not complete.

Pay: £17,062.50 pro rata salary  
+ Company Pension

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