



Passion for 1st class customer service? Would you thrive managing our team of 4...

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 Rawcliffe reception team of 4 employees?

We could have just the role for you...

What we can offer you...

A role that makes a difference

All our surgery managers are in the privileged position to know they make a very real difference to our patients and their families at the end of their working days. This is real job satisfaction.

Genuine team and work with great people

Our surgery teams are made up of some amazing people, and we hear all the time from them about the levels of support, spirit and togetherness in their local teams. We are not afraid to say we work in a challenging environment, although our people genuinely help one another every step and every day. You will also benefit from an amazing surgery manager team who despite being at different sites, work closely together and support one another

A great relationship with your line manager

You will benefit from a passionate senior manager, who is accessible, experts, supportive by nature and will spend time with you to ensure you enjoy your time with us.

What is the purpose of this role?

Our surgery managers have a very important role in the smooth day to day running of their site and also providing effective leadership to the sites receptionist team. A great surgery manager in our practice must be able to show...

"My people say I am a great 'Team' & 'People Manager.'"

- I am a practice champion & communicator
- I champion my people
- I motivate others
- I adapt my leadership style
- I know my people
- I have a High Performing receptionist Team

"My Surgery is rated outstanding against CQC standards."

The Care Quality Commission (CQC) is an independent regulator of health and social care in England. We are proud to be rated overall 'Good' with some of what we do rate as 'Outstanding'. We won't be satisfied until we are rated overall 'outstanding' and our surgery managers play a vital role in getting there...

- Premises and equipment
- My team is safely staffed
- My team feel confident and prepared for a CQC visit
- I don't wait for someone else to tell me. I keep myself abreast with any CQC standard changes or updates myself and educate others



- I inspire and energise our wide surgery team to put 'a CQC hat on' throughout the year and championing outstanding standards

"My patients say I have a high performing receptionist team..."

Because our receptionists truly make a difference to our patient experience, we have high standards of what a great receptionist looks like in our practice. Our surgery managers must be legendary role models of those standards, and they provide effective leadership receptionists, helping them achieve these standards...

...who know our patients

- adapting communication style to the particular needs of a patient
- accommodating the particular needs of a patient
- display sensitivity to the particular circumstances of a patient
- who take personal responsibility for prioritizing / ensuring work is complete in sensitive circumstances

...who leave patients with positive experiences

- to make patients feel they are my priority and I am there for them from the moment they arrive at the reception desk
- demonstrate the manner in which we make the first contact with a patient at the desk or phone is important to their experience.
- who take ownership of knowing what great service looks like to my patients and their relatives
- active in team meetings / brainstorming meetings / event meetings that look at how reception service can be improved with my own ideas, suggestions and solutions.

...who are expert communicators, and handlers of difficult conversations

- recognize our patients and their family members visiting our surgery can be anxious, worried or unwell which makes their visit difficult for them and provide a calm and reassuring manner throughout.
- who skillfully signpost our patients to the best appointment, help or service for their circumstances.

...are great colleagues to work alongside

- who see work, problems, challenges in the team as a collective team effort, not as individual workloads.
- Who react positively to unexpected situations, challenges or problems, which can be the norm in our environment;
- A team who know they can rely on my colleagues to always help each other through the unexpected and don't wait to be asked to offer help to colleagues

Role Responsibilities

- 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 Customer Service Delivery 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 Customer Service Delivery Manager)
- On a regular basis, provide effective feedback to members of the reception team during one to 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 Customer Service Delivery 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 we look for in your application:

- It is desirable to have previous experience of leading and managing people in a fast paced customer service environment. An in-house leadership training programme will be provided
- To have a 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
- Although desirable, it is not essential to have previous experience of working in a Health Care Environment if you satisfy the below criteria

So are you in or are you out?

Job Title: Surgery Manager

Location: You will be based at the Rawcliffe Surgery, although may be required to work at any of our 9 surgeries on occasion

Hours: A minimum of 28 hours per week open to discussion up to full time dependent on the candidate to include Mondays 8am to 12.30pm and Tuesday 12pm to 6pm

Pay: **£10.39 p/hour (probationary period rate) rising to £10.88 p/hour + 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 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 the 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 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.