

## MASTA Travel Clinic Medical Receptionist / Yorkshire Skin Clinic Administrator Priory Medical Centre, Acomb

### What is the purpose of this job

This role involves undertaking administrative tasks for the Yorkshire Skin Clinic, as well as completing Medical Receptionist duties for the MASTA Travel Clinic.

The successful candidate will ensure smooth running of the both areas and contribute in driving sustainable growth.

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 the MASTA Travel Clinic, 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 are looking for a candidate who is looking for a diverse and fast paced role. 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**'.

### Job specification

The Acomb surgery where this role is based is very busy and many people will be unwell and anxious. You will be required to:

- Receiving clients / patients appropriately, with a smile and with a warm demeanour, efficiently and accurately checking in patients arriving for appointments, making appointments, taking messages for medical staff or other information as required
- Supporting the Travel Clinic Nurses and handling their requests
- Participate in the administrative function necessary to the Travel Clinic team

- A variety of other activities that could be reasonably expected of a Travel Clinic administrator - receptionist

### Reality Check

- Keep up that reassuring smile!
- We are based in 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 and / or Administration 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: MASTA Travel Clinic Medical Receptionist / Yorkshire Skin Clinic administration

Location: Priory Medical Centre, Cornlands Road, York

Hours: 14.5 – 18 Hours per week

Monday Non-working day

Tuesday 13:00 – 17:30 (Travel Clinic + 2 additional hours Yorkshire Skin Clinic)

Wednesday Non-working day

Thursday 4 hours (Yorkshire Skin Clinic hours must be worked between 8am – 5pm)

Friday 4 hours (Yorkshire Skin Clinic hours must be worked between 8am – 5pm)

Saturday 08:30 – 12:00 (Travel Clinic only 2 Saturday's per month)

Week one **18 hours** per week

Week Two **14.5 hours** per week

(Paid an average of **16.25 hours** per month over 52 weeks)

Salary: Ranging from £7.83 to £8.08 per hour (after successful probationary 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](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.