



The Manor Surgery

Reception Manager

The Manor Surgery, Osler Road, Headington, Oxford

Hours: Full-time (although will consider 30 hours plus), Monday to Friday, plus regular overtime as required

Salary: Dependent on experience.

We are a large GP Practice in Headington looking to recruit an enthusiastic Reception Manager to lead and manage our Reception team.

We are looking for someone with excellent communication skills, a compassionate and friendly nature, and an aptitude for great customer service. You will have the ability to work in a demanding environment and be committed to offering the best possible care to patients and excellent support to our clinical team.

We are a modern, friendly practice, with patient care at the heart of all we do. We are looking for someone with a professional approach and a flexible 'can do' attitude that enables you to work effectively as part of a team and to develop working relationships with all members of the practice.

We are a high achieving practice year on year for QOF and achieved Good across the board in our last CQC inspection. We are a training practice with a strong focus on education and encourage and support personal development.

A competitive salary will be offered to reflect the successful candidate's experience and qualifications.

How to apply: Please submit a CV and covering letter manorsurgery.hr@nhs.net. This job advert will close as soon as sufficient applications have been received. Please apply for this job as soon as you can, if interested.

For further information and/or to arrange an informal discussion about the role, please contact Emily Shipway on 01865 762535 or by email at manorsurgery.hr@nhs.net

Job Description

Job title:	Reception Manager
Responsible to:	Practice Manager
Accountable for:	Reception team lead, Reception team and Patient Admin Lead
Hours:	Minimum of 30 hours per week, Monday to Friday

Job summary:

To lead, manage and develop the Reception team to deliver the highest quality service and support to patients and colleagues while meeting the goals and objectives of the practice. To implement agreed policies and consider the introduction of new services to ensure the quality and efficiency of services we deliver.

Reception Team

- Manage and lead the Reception team and maintain suitable processes for the smooth running of activities
- Ensure that existing reception systems are functioning efficiently and effectively
- Work closely with the Patient Admin Lead to provide support for patient administration
- Monitor systems and make suggestions for improvement
- Be responsible for the day-to-day running of the team including managing routine HR issues
- Implement objectives for the Reception team and evaluate progress, oversee implementation of objectives and identify any barriers to reaching these objectives. These objectives will be agreed in line with overall practice objectives.
- Provide feedback to the team about practice matters, run reception meetings, attend other team meetings as required, and represent the team to the rest of the practice in practice meetings
- Disseminate information to the whole practice team in relation to Reception including appointment availability and any agreed system changes
- Manage team resources, lead on recruiting new team members
- Ensure that the team delivers high quality services to patients
- Ensure that the registration processes for new patients (including the provision of appropriate information to patients) are followed and to review and make suggestions for changes to this system.
- Implement the practice confidentiality policy and ensure training for all staff is included as part of their induction and that regular updates take place.
- Ensure that the notice boards in the waiting areas are kept up to date and that a regular rotation of appropriate displays takes place during the year
- Help to develop information about the services provided by the practice and work with the admin team to ensure that the practice website and leaflet contains up to date information about Reception.
- Be prepared to regularly undertake reception duties in the case of unplanned absence of reception staff
- Attend external meetings to assist the development of the practice

Patients

- Work with the Practice Manager and others foster and develop a patient focused service with a strong customer ethos
- Ensure that patient satisfaction is maintained at every opportunity and to provide opportunities for regular feedback including the implementation of patient surveys.
- Ensure that all Reception staff are adequately trained to handle complaints sensitively
- Be involved with the practice patient participation group, working with the Practice Manager and GP leads

Maintenance of the Reception and Waiting Area

- Ensure that the reception and waiting areas are comfortable and there are suitable means to display and make information for patients available
- Ensure that the waiting rooms, reception area and storage areas are kept clean and tidy.
- Liaise with the Building Services Manager regarding any maintenance work identified in the patient and reception areas
- Implement practice policies and procedures regarding health and safety in reception and waiting areas
- Contribute to the updating of the practice business continuity plans (including IT)
- Have a clear understanding of telephone systems, daytime and out of hours

- Have a clear understanding of the security and fire alarms

Confidentiality

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, the practice Health & Safety Manual, and the practice Infection Control policy and published procedures. This will include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources

Communication

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly

Contribution to the Implementation of Services

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

This job description is not exhaustive and is intended to be an outline only. Changes may be made by agreement at any time.

Person Specification

Specification	Essential	Desirable
Education/Training	<ul style="list-style-type: none"> • Good standard of general education. • Grade C GCSE English and Maths or equivalent qualifications. • Excellent computer skills including email, word and excel 	
Experience	<ul style="list-style-type: none"> • Experience of working with the public. • Experience of working effectively under pressure and meeting deadlines to manage and prioritise a varied and busy workload 	<ul style="list-style-type: none"> • Previous Reception/customer facing role. • Experience of the NHS.
Special Skills/Aptitudes	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills. • An excellent command of written English and the ability to draft correspondence. • Strong IT skills. • Ability to work cooperatively as part of a team. • Attention to detail. • A proactive work ethic with a 'can-do' attitude. • Ability to work independently and to demonstrate initiative with a willingness to resolve situations, as well as knowing when to refer issues to others. • Excellent telephone manner. 	<ul style="list-style-type: none"> • Experience of using the EMIS computer system.
Personal Qualities	<ul style="list-style-type: none"> • Flexible and positive attitude. • Smart appearance. 	