

**The Village Surgeries Group  
Job Description – Receptionist**

<b>Job Title:</b>	Receptionist
<b>Responsible to:</b>	Senior Receptionist / Reception Team Leader
<b>Responsible for:</b>	N/A
<b>Job Purpose:</b>	To ensure that the reception area of the Practice runs smoothly, provides a high level of service to patients, doctors, nurses and other members of the Practice team
<b>Duties and Responsibilities</b>	
<b>Telephone Duties</b>	
	Making appointments
	Processing requests for prescriptions
	Giving out results
	Home visit requests
	Deal with general enquiries
	Contacting other providers
<b>Reception Duties</b>	
	Register new patients and temporary residents
	Greet and direct patients and visitors
	Making appointments
	Handing out prescriptions
	Ensure outstanding queries & tasks are explained and handed over to next shift, as necessary
	Respond to needs of doctors and nurses during surgery
	Preparing and sending out letters, texts or telephone calls to patients
	Collect payments from patients for non-NHS services
	Signposting to other services
	Recording samples received over the counter
	Deal with general enquiries
<b>Filing</b>	
	Filing medical records
<b>Prescriptions</b>	
	Dealing with requests for repeat prescriptions
	Raising prescriptions as per Practice protocols
	Dealing with queries relating to repeat prescriptions
<b>General</b>	
	Input and extract information from Practice computer system
	Observe health and safety guidelines at all times
	General housekeeping (e.g. keeping reception and waiting areas tidy and kitchen)
	Ensuring consulting rooms / drawers are well stocked
	Any other reasonable duties as necessary

# The Village Surgeries Group

## Person Specification – Receptionist

<b>Job Title:</b>	Receptionist
<b>Recruiter:</b>	Senior Receptionist / Reception Team Leader

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Good standard of general education	✓	
GCSE/CSE/GCE Mathematics C or above or equivalent	✓	
GCSE/CSE/GCE English C or above or equivalent	✓	
NVQII in Customer Care		✓

<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working with the general public	✓	
Experience of reception work		✓
Experience of working within General Practice		✓

<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Excellent communication skills (Written and Oral)	✓	
Basic keyboard skills /Knowledge of Microsoft Office		✓
Clear, polite telephone manner	✓	
Time Management and the ability to work to deadlines	✓	
Problem solving skills		✓
Interpersonal skills	✓	

<b>Behaviours</b>	<b>Essential</b>	<b>Desirable</b>
Smart, polite and confident	✓	
Planning and organising		✓
Performing under pressure	✓	
Adaptability	✓	
Using initiative	✓	
Team working	✓	
Self-motivated	✓	
Flexibility	✓	
Confidentiality	✓	