

Job Title: Reception Manager

Location: Fallodon Way Medical Centre

Hours: Full-time (37.5 hours per week)

Salary: £32,000 per annum (pro rata) /

Reports to: Practice Manager

Job Summary:

The Reception Manager will lead and manage the reception team to ensure the delivery of high-quality patient services. This role involves overseeing daily reception operations, managing appointment systems, and providing support during staff absences by covering reception duties and working one shift per week alongside the team. The Reception Manager will also function as the Appointment Manager, ensuring efficient scheduling and patient flow.

Key Responsibilities:

- **Team Leadership and Management:**

- Supervise and support the reception team, ensuring adherence to practice policies and procedures.
- Conduct regular team meetings, performance appraisals, and identify training needs.
- Manage staff rotas, ensuring adequate coverage during operating hours.
- Address and resolve any patient or staff issues promptly and professionally.

- **Reception Duties:**

- Cover reception duties during staff absences and work one shift per week alongside the reception team to maintain firsthand understanding of daily operations.
- Greet patients and visitors, manage incoming calls, and handle general inquiries efficiently.

- Ensure the reception area is welcoming, clean, and organised.
- **Appointment Management:**
 - Oversee the appointment booking system to optimise patient access and clinician schedules.
 - Monitor and manage appointment availability, ensuring timely access for patients.
 - Implement strategies to reduce missed appointments and improve patient attendance.
- **Administrative Responsibilities:**
 - Maintain accurate patient records and ensure confidentiality in line with practice policies.
 - Collaborate with the Practice Manager to develop and implement operational improvements.
 - Assist in the recruitment, induction, and training of new reception staff.
 - Manage patient registration processes and ensure data accuracy.
- **Patient Experience:**
 - Promote a patient-centred approach, ensuring high levels of patient satisfaction.
 - Handle patient complaints and feedback constructively, implementing changes where necessary.
 - Ensure effective communication with patients regarding appointments, services, and practice updates.

Person Specification:

- **Qualifications:**
 - GCSEs in English and Maths at grade C or above (or equivalent).
 - Relevant management or customer service qualifications are desirable.
- **Experience:**

- Previous experience in a supervisory or managerial role within a healthcare setting, preferably within the NHS.
 - Experience in managing appointment systems and patient-facing services.
 - Proven ability to lead and motivate a team effectively.
- **Skills and Attributes:**
 - Excellent communication and interpersonal skills.
 - Strong organizational and time-management abilities.
 - Proficiency in IT systems, including EMIS Web and Microsoft Office Suite.
 - Ability to handle sensitive information with discretion and maintain confidentiality.
 - Problem-solving skills and the ability to remain calm under pressure.

Benefits:

- Competitive salary of £32,000 per annum (pro rata).
- NHS Pension Scheme enrolment.
- Generous annual leave entitlement.
- Opportunities for professional development and training.

Application Process:

Interested candidates are invited to submit a CV and cover letter detailing their suitability for the role to carlos.da-rosa@nhs.net. For further information or to arrange an informal discussion about the position, please contact Carlos da Rosa.

Fallodon Way Medical Centre is committed to promoting equality, diversity, and inclusion within our workforce. We welcome applications from all sections of the community.