

SHERBURN GROUP PRACTICE

The Medical Centre, Beech Grove, Sherburn in Elmet, North Yorkshire. LS25 6ED

PART TIME RECEPTIONIST VACANCY

20 Hours a week, which include Wednesday 14:00 – 18:30 (4.5 hours) and Thursday 17:15 – 20:00 (2.75 hours). The remaining 12.75 hours are flexible over the week as required.

In addition - 9am – 10:30am Saturday one week in 9

Sherburn Group Practice is currently looking to recruit a part time Receptionists to join the Reception Team. This role will involve call handling, arriving patients and general administration. The Reception Team is a friendly, supportive team which ensures that patients receive a high level of customer service whilst accessing the most appropriate service for their needs. The role will entail communicating with patients concerning their appointments and treatment, test results and ensuring professionalism, sensitivity and confidentiality at all times. You would also be required to communicate with staff and external agencies on behalf of the practice, dealing with general enquiries from patients, relatives, and the public; seeking support from the Medical Receptionists and Supervisors as appropriate

The successful candidate will have:-

1. Excellent communication skills, including a polite and friendly telephone manner, a constructive solution focused approach and a professional appearance – essential
2. An excellent command of the English language, both verbally and in writing - essential.
3. Highly computer literate and able to use internet, email, Word, Excel – essential
4. A minimum of 1 years' experience within Customer Services – essential
5. Maths and English GCSE or equivalent at Grade C and above – essential
6. Ability to pass an enhanced C.R.B (Disclosure & Barring Service) check – essential
7. Ability to be flexible (within the overall hours) to cover for absent colleagues – essential
8. If the applicant is a registered patient at the practice, they should be prepared for themselves to register at a different GP surgery - essential.

The practice operates in line with all good equal opportunities practice. CLOSING DATE: 12 noon on Friday 31st July 2020. Interviews on Wednesday 5th August 2020.