

JOB DESCRIPTION

JOB TITLE: Receptionist/Administrator

REPORTS TO: Reception Manager

HOURS: Full Time

JOB SUMMARY

To provide general assistance to the practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone.

JOB RESPONSIBILITIES

- Ensure an effective and efficient reception service is provided to patients and any other visitors to the practice
- Deal with all general enquiries and make new and follow-up appointments
- Receive and make telephone calls as required
- Enter patient information on to the computer as required
- Undertake any other additional duties appropriate to the post as requested

CONFIDENTIALITY

- In the performance of the duties outline above the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may 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.

HEALTH & SAFETY

The post-holder will assist in promoting and maintaining their own and other's health, safety and security as defined in the practice Health & Safety Policy.

EQUALITY & DIVERSITY

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