**2 PT SystmOne Medical Receptionist**

The Doctor Hickey Surgery

(Homeless patients)

London

Permanent

£10.33

SystmOne Receptionist (Part- Time – 26 hrs. per week)

up to £11.00 DOE

Westminster

We are looking for 2 part-time Receptionists who have a minimum of 1 years’ experience using TP SystmOne in a GP Environment. You must be willing to take on additional tasks within the surgery including coding, admin and secretarial work.

It is essential that you have high standards of written and verbal English as well as an excellent phone manner. You must also be able to demonstrate skills such as patience and initiative. It would also be helpful if you have an understanding of issues affecting homeless people and experience working with homeless people.

Shifts will be between the hours of 9am – 6.30pm.

The interview process may include a telephone interview, a face-to-face interview, and/or a trial (including a skill test on TP SystmOne).

This is a permanent position and we are looking for people able to start as soon as possible.

Closing date: 7th July 2020

Please send a CV and a covering letter explaining your reasons for applying to tanya.obrien@nhs.net

#### PERSON SPECIFICATION

**Job Title:** General Practice Receptionist

|  |  |  |  |
| --- | --- | --- | --- |
| Factors | Essential | Desirable | **Assessment** |
| 1 Physical | * 1. Ability to carry out the duties of the post including:
* able to use telephone system with or without aids

1.2 Neat, tidy appearance |  |  |
| 2 Education and Qualifications | 2.1 Good standard of general education | 2.3 GCSE’s, O levels or equivalent  |  |
|  | 2.2 Literacy and numeracy. | 2.4 AMSPAR Receptionist Cert. |  |
|  |  | 2.5 NVQII in Customer Care |  |
| 3 Work Experience | 3.1 Experience of working with general public. | 3.3 Experience of reception work. |  |
|  | 3.2 Working with a team. | 3.4 Experience of working in general practice3.5. Experience of working with homeless people |  |
|  |  |  |  |
| 4 Knowledge | 4.1 Computer literacy | 4.3 Knowledge of Microsoft Word, Outlook and TP SystmOne clinical system. |  |
|  | 4.2 Fluency in English, both orally and in writing. |  |  |
| 5 Skills/Aptitudes | * 1. Communication / telephone skills
 | 5.10 Willingness to provide and create a relaxing and harmonious atmosphere |  |
|  | 5.2 Ability to work in team and alone. |  |  |
|  | * 1. Ability to communicate well orally and in writing
 |  |  |
|  |  |  |  |
|  | * 1. Confidence and a positive attitude
 |  |  |
|  | * 1. Understanding of the need for confidentiality
 |  |  |
|  | * 1. Empathy with different client groups
 |  |  |
|  | * 1. Patience
 |  |  |
|  | 5.9 Reliability and flexibility |  |  |
|  |  |  |  |