

**Location:** Bristol

**Reporting to:** Contact Centre Manager

**Hours of work:** 18 hours

## **Education/Qualifications**

- Evidence of a competent level of education i.e. GCSE level or equivalent

## **Experience:**

- Relevant Administration and/or Reception experience would be advantageous

## **Skills**

- A good level of administrative understanding and delivery
- Ability to monitor and trend resource requirements
- Target driven
- High level of work organisation
- Self-motivation
- Drive for performance
- and improvement
- Flexibility in approach and attitude
- Strong sense of commitment to openness, honesty and integrity in undertaking the role

## **Travel to other Sites**

You may be required to travel to other Practice Plus Group areas.

**NOTE: This job description is not intended to be an exhaustive list of all duties, and responsibilities associated with the job. Other duties may be assigned.**



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## **Receptionist / Service Administrator**

This role will be responsible for providing a professional administration service, ensuring all 111 administrative functions both local and national are delivered in accordance with contractual and governance requirements. To work alongside and assist other administrators in all aspects of the admin department.

### **Reception duties**

- Greeting visitors in a professional manner. Following the correct process to ensure security at all times
- Liaising with site landlord and external service providers, maintaining professional records
- Answer all incoming calls promptly and efficiently in a professional manner. Taking full and accurate details, demonstrating initiative and sensitivity when dealing with difficult and complex calls. Ensuring all information shared with relevant parties
- Managing, ordering and storing of stationery and equipment requirements for local site
- Recording and processing any incoming and outgoing post
- Assist in maintaining and monitoring budgetary adherence in relation to purchase orders and ad-hoc invoices
- Any other reception duties required

### **Network Pem's (Post event message)**

- Daily management and reporting of Pem's, and supporting of National Network. Investigating, and reporting any DOS errors thereby reducing the amount of failed Pem's. Maintaining an accurate database and monthly reports for all failed Pem's and actions taken

### **Not our Patients**

- Investigating and resend of patient records returned to Practice Plus Group, having been sent to the incorrect surgeries

### **Patient Merge Queue**

- Investigating and correcting duplicate patient records held on the Adastra database

### **Reports**

- Accurately completing and maintaining any reports and submitting within deadline. Supporting local and national managers with ad-hoc reporting requirements

### **Frequent Callers**

- Maintain and monitor database, providing to date accurate reports when required. Ensure reasonable turnaround time with surgeries and appropriate record of contact maintained

### **Minute Taking**

- To support with any minute taking requirements for meetings. Attending meetings and transcribing accurate minutes and typing them up in a reasonable timeframe
- Any other administration duties