

**Location:** Suffolk and North East Essex



**UNLOCK YOUR  
BEST WORK LIFE**

**+ MAKE A DIFFERENCE  
EVERY TIME**



**Reporting to** Locality  
Manager

**Hours of work:** 0 hours a week – flexible working and choice of sessions between 18.30pm – 08.00am Mon to Fri and 08.00 – 08.00 weekends and bank holidays

### Education/Qualifications

- Good general education

### Experience:

- Good organisational & administration skills

### Skills

- Ability to work effectively under pressure
- Accuracy and attention to detail
- Effective telephone manner
- Good computer skills and familiarity with word / email packages

## Bank Receptionist

To prepare and open a centre for patients and doctors arrival. To ensure patients are seen in a professional manner following the guidelines issued by Practice Plus Group. To provide a receptionist role to the doctor and the patient and enter data onto the IT system.

### What you'll be doing:

- Ensuring that the site is open and ready for the start of the shift and locking the site up securely at the close of a shift
- Setting up equipment and paperwork ready for the arrival of both Doctors and patients
- Greeting patients and dealing with them in an efficient and professional manner
- Effective telephone communication relating to patients, Doctors and central base
- Accurately entering patients who walk in to the service details onto system
- Completing a PCC Log Sheet during every shift as per the guidelines
- Accurate record keeping regarding distribution of prescriptions
- Maintaining tidiness on site at all times
- Ensuring all files on site are up to date and all paperwork filed away
- Comfort calling patients during busy periods to help the co-ordinators
- Manage waiting room effectively
- Adhere to policies relevant to their job role
- Completing and maintain 100% compliancy on LMS training system
- Overnights extra Coordinator assist duties to assist the coordinators on shift

**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.**