

JOB DESCRIPTION

1. **JOB TITLE** Receptionist/Administrator
2. **LOCATION** Various GP Practices in Gateshead
3. **BAND/SALARY** Band 2
4. **CONTRACT** Zero Hours Contract
5. **JOB PURPOSE/SUMMARY**

CBC Workforce Solutions are developing a Flexible Workforce Hub and are looking to recruit receptionists/administrators. As a receptionist, you will be first point of contact for patients and your communication skills and ability to work under pressure will be paramount to the role.

You can choose shifts from 26 practices who we represent in Gateshead's Primary Care Network via our online rota system.

We believe in recruiting locally, to build stronger relationships with our partners and patients. We have a dedicated team based in Team Valley who will support applicants with the application and any training required.

6. **KNOWLEDGE, SKILLS, AND EXPERIENCE REQUIRED**

- Educated to GCSE Level or equivalent
- Patient or customer facing experience is essential
- Excellent verbal and written communication
- Strong I.T skills, typing and use of Microsoft Packages (word, excel)
- Previous administration experience

7. **MAIN DUTIES AND RESPONSIBILITIES**

- Reception Duties – Effective communication skills, provide information such as results and prescription queries, handling specimens, giving advice and signposting
- Telephone Duties- Answer calls, return calls, may also include responding to voicemails
- Printing, scanning, and photocopying
- Manage Appointments – Booking and cancelling appointments for patients
- Record Management- Data entry, record patient contacts
- Administration and Filing- Assisting patients with paperwork, registration and record management

8. CONFIDENTIALITY

In the course of their work the post-holder may have access to confidential information relating to the company, its staff, stakeholders, and patients. All such information must be treated as highly confidential, and any breach will be subject to disciplinary action. In addition, the nature of this role may mean that the post holder also has access to information regarding local general practices and this should also be treated as confidential.

9. COMMUNICATIONS AND WORKING RELATIONSHIPS

- Excellent communication skills with all staff including:
 - Directors of CBC
 - CEO of CBC
 - Divisional Managers
 - Staff of CBC
 - Regional Advisors
 - Gateshead Place based commissioning team/NE ICS/ICB
 - Local general practices
 - CBC Stakeholders
 - Confident communicator internal and external to the organisation
 - Ability to deal with difficult situations professionally

10. PERSONAL AND PEOPLE DEVELOPMENT

The post-holder will participate in any training implemented by CBC Workforce Solutions as part of their employment. The post holder may be required to assist in recruitment and retention of staff within the organisation as and when required. The post holder will support junior or trainees.

11. WORKING CONDITIONS:

- Frequent use of VDU
- Occasionally exposed to verbal/violence and aggression
- Face to face direct patient
- Remote clinical assessment/patient contact
- Working autonomously
- Working as part of a team
- Remote working/need to drive to work across locations.
- Regular Interruptions when concentrating
- Competing priorities- time constraints
- Same day next day appointments
- Frequent interruptions/changes in requests
- May need to move around 1 or more facility frequently
- Will be required to work outside of “normal hours” including evenings, weekends and bank holidays as the service needs

12. HEALTH AND SAFETY RESPONSIBILITY

It is the responsibility of the individual to work in compliance with all current health and safety legislation and the company’s Health and Safety Policy and to attend any training requirements

both statutory and mandatory in line with the company's legal responsibility to comply with the Health and Safety and Welfare at Work Act 1974.

13. INFECTION CONTROL

It is the responsibility of all individuals to comply with infection control policies and to attend any appropriate training requirements in line with the company's responsibility to comply with Government Directives, including COVID-19 regulations.

14. PRIVACY & DIGNITY & RESPECT AND EQUALITY OF OPPORTUNITY

CBC Workforce Solutions is committed to ensuring that all current and potential staff, patients, and visitors are treated with dignity, fairness, and respect regardless of gender, race, disability, sexual orientation, age, marital or civil partnership status, religion or belief or employment status. Staff will be supported to challenge discriminatory behaviour.

15. PROFESSIONAL CODE OF CONDUCT

To abide by the Code of Practice of Professional body as published by the relevant regulatory body.

16. PARTNERSHIP WORKING

CBC Workforce Solutions delivers services with Partner organisations as part of Gateshead Care Partnership. The other Partner organisations are made up of, Gateshead NHS Foundation Trust (GHNFT), Gateshead Local Authority, and CBC Workforce Solutions.

Collaboration, mutual respect, and trust are fundamental to successful partnership working.

All staff employed into the company will frequently be working across organisational boundaries to ensure patient safety is paramount, and pathways of care are seamless and inclusive. All staff are expected to work professionally, respectfully and in collaboration with the partners and with frequent contact with voluntary and third sector organisations.

17. GENERAL

This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the company.

PERSON SPECIFICATION
Receptionist/Administrator

Criteria	Description	Essential	Desirable	Method of Assessment
Qualifications	GCSE's or equivalent	✓		<i>A/C/I</i>
Skills knowledge and experience	Patient or customer facing experience	✓		<i>A/I</i>
	Excellent verbal and written communication skills	✓		<i>A/I</i>
	Strong I.T skills, including use of Microsoft Word and Excel	✓		<i>A/I</i>
	Strong typing skills	✓		<i>A/I</i>
	Ability to work as part of a team	✓		<i>A/I</i>
	Excellent organisational skills and time management	✓		<i>A/I</i>
	Experience working with Emis		✓	<i>A/I</i>
	Background working in General Practice or within Primary Care		✓	<i>A/I</i>
Other	Flexibility of working days and hours including extended hours provision/able to travel to different locations at short notice	✓		<i>A/I</i>
Assessment will take place with reference to the following information				
A = Application form I = Interview P = Presentation T = Test C = Certificate				