VACANCY

43 SOUTHSIDE ROAD SURGERY

www.southside.scot.nhs.uk

Receptionist
Full Time
Salary £27,022 - £29,524 p.a. (37 hours per week)

Closing Date – 02/11/26

The Role: We are looking for someone who can deliver great customer service to our patients and existing team of staff, by offering timely, efficient, knowledgeable and helpful assistance.

Who We Are: We are a friendly, busy General Practice Surgery, based within purpose built premises in the city of Inverness. We have an exciting opportunity for a full-time Administrator to join our team (part time may be considered)

Your Qualities: If you are able to perform the following, then you are welcome to apply!

- Ability to work shifts on weekdays any time between 7:45 am and 6pm (no weekends!)
- Can adapt to new systems and procedures
- Can change workload to match changing priorities
- Input and access data in various computer systems
- Understand patient enquiries and provide clear, concise responses
- Able to communicate with patients and staff at all levels
- Work as a team with other Administrators
- Focus attention on details
- Maintain confidentiality at all times
- Being able to multitask

Must Haves:

- Nat5 English and Maths, or equivalent qualification
- Computer knowledge
- Excellent communication skills
- Experience of dealing with the public
- An eye for detail

Benefits:

- 38 days annual leave a year, including public holidays (rising to 40 days after 2 years)
- Additional birthday day leave
- Competitive salary
- Blue Light Card membership
- Pension
- Free onsite staff car park
- Covered secure staff bike shelter
- Located on main bus route

To apply for this vacancy please email your CV with a covering letter to:
nhsh.gp55874-admin@nhs.scot

Informal enquiries welcome - please contact Jacz Paton, Office Manager, on 01463 710222

JOB DESCRIPTION

ADMINISTRATOR

Job Summary:

Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.

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, explain procedures and make new and follow-up appointments.
- Using your own judgment and communication skills, ensure that patients with no prior appointment but who need urgent consultation are seen in a logical and non-disruptive manner
- Signpost patients to the correct service
- Explain practice arrangements and formal requirements to new patients and those seeking temporary cover, and ensure procedures are completed
- Process all Did Not Attend (DNA) letters in accordance with current policy
- Receive and make telephone calls as required. Divert calls and take messages, ensuring accuracy of detail and prompt appropriate delivery.
- Enter requests for home visits on to the computer, ensuring to carefully record all relevant details and referring to duty doctor where necessary
- Action repeat and acute prescription requests and ensure that they are ready for collection by the patient within 48 hours, either on the computer or manually
- Prepare lists and notes for all surgeries and clinics held, ensuring completion of all associated paperwork
- Advise patients of relevant charges for private (non-General Medical Services) services, accept payment and issue receipts for same
- Enter patient information on to the computer as required, including read coding
- Provide clerical assistance as required, including word/data processing, filing, photocopy, scanning etc.
- Patient notes and correspondence:
    - Retrieve and re-file records as required, ensuring strict alphabetical order is adhered to
    - Ensure correspondence, reports, results etc. are filed/scanned promptly and in the correct records, ensuring that all recent correspondence is available when patients are seen.
- Premises – in accordance with procedures:
    - Open up premises at the start of the day when first to arrive, deactivate alarm and make all necessary preparations to receive patients in accordance with Practice protocols
    - When last to leave at the end of the day, ensure that the building is totally secured, internal lights are off and the alarm activated.
- Ensure that all new and temporary patients are registered onto the computer system promptly and accurately
- Undertake any other additional duties appropriate to the post as requested by the partners or the practice manager.

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this job description, the postholder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also 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
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice health & safety policy, the practice health & safety manual, and the practice infection control policy and published procedures. This will include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified
- Demonstrate due regard for safeguarding and promoting the welfare of children.

Equality and diversity:

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

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner that is welcoming, non-judgmental, and respecting of the patients circumstances, feelings priorities and rights.

Personal/professional development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development

- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

Communication:

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

Contribution to the implementation of services:

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

PERSON SPECIFICATION

ADMINISTRATOR

Qualifications	Essential	Desirable
Good standard of general education	✓	
GCSE/NAT5 Mathematics C or above	✓	
GCSE/NAT5 English C or above	✓	
Experience	**Essential**	**Desirable**
Working with the general public		✓
Working within a health care setting		✓
Skills	**Essential**	**Desirable**
Excellent communication – written and oral	✓	
IT	✓	
Clear, polite telephone manner	✓	
Time management and the ability to work to deadlines	✓	
Problem solving	✓	
Interpersonal	✓	
Behaviours	**Essential**	**Desirable**
Smart, polite and confident	✓	
Planning and organising	✓	
Performing under pressure	✓	
Adaptability	✓	
Using initiative	✓	
Team working	✓	
Self-motivated	✓	
Flexibility	✓	
Confidentiality	✓	
Knowledge	**Essential**	**Desirable**
Vision clinical system		✓
DOCMAN system		✓