**Job summary**

Our administration teams are the first contact patients have with our services. These are important roles at the heart of the high-quality care we provide.

We invest in our reception and admin staff from the moment they join us. This includes sector-leading pay, benefits and training, and a career where you will make a difference every day.

Successful candidates will be part of a motivated team, working closely with a range of healthcare professionals, making sure we always deliver the best possible care and experience for our patients.

**Job Description**

Responding to patient queries and liaising with the wider primary care team.

Managing appointment requests and signposting patients to our range of services.

Maintaining patient records and maintaining patient confidentiality.

Utilising other information systems to support efficient workflow processes.

Emailing, scanning and coding clinical correspondence.

Processing prescription requests in a timely manner.

Supporting patient health promotion recall campaigns.

Encouraging uptake of our digital tools to support patient self-care.

Taking part in all mandatory training, annual appraisal and continued education, learning and development.

The ability to communicate with a wide range of people in a kind, professional and caring way.

Work effectively with colleagues as part of a team.

A willingness to learn and progress with a ‘can do’ attitude.

Previous experience of working in the NHS is welcome but not essential.

Effective IT skills are an advantage.

While knowledge of GP practice systems is desirable, training will be available.

**Additional Job Description**

Candidates will need to be comfortable with a flexible approach to tasks and be proactive in solving problems. They must be able to engage positively with patients and colleagues. Candidates will also be supported to use the latest technology, including our own digital apps to connect with patients.

To be considered for this exciting role you must have:

Reception or customer care experience is essential

The person must be an excellent communicator both spoken and written

Must have PC skills will be able to use basic Word, Excel and e-mail

Must be able to work within processes/procedures

**In return we offer**

In return for your commitment, Operose Health offers:

Pay rates always above the national or London Living Wage - that means a minimum of £10 per hour nationally and £11.15 per hour in London in 2022.

27 days holiday a year (plus bank holidays) minimum for full-time staff.

NHS Pension scheme.

Annual pay review for all staff. A comprehensive induction programme.

Continuous training and development.

A range of other exciting employee benefits such as discount cards, cycle to work schemes, travel season ticket loans and employee wellbeing services.

***As a healthcare organisation, we encourage all colleagues to be fully vaccinated against COVID-19. Therefore, it is likely this role will be subject to the legal requirement to be fully vaccinated against COVID-19.***