

---

## JOB DESCRIPTION

### Practice Receptionist & Administrator

---

#### **JOB DETAILS:**

**JOB TITLE:** Practice Receptionist & Administrator

**PAY:** £13.02 per hour

**HOURS:** 20 hours per week

**DEPARTMENT:** Administration Department

**LOCATION:** Inclusion & Assist Practice, at **Charles Berry House**, 45 East Bond Street, Leicester, and our branch premises at **Falcon Centre, Loughborough**

**REPORTS TO:** Patient Services Manager

**ACCOUNTABLE TO:** CEO

**RESPONSIBLE FOR:** The main objective of this job role will be to work with the Administration/Reception Team and assist in the day to day running of the service as well as:

- Answering the telephone quickly and professionally
- Booking appointments
- Dealing with Patient queries
- Ordering prescriptions
- Dealing with external agencies
- Scanning letters and filing them onto SystmOne
- Registering patients on SystmOne
- Using templates to enter data on SystmOne
- Using tasks to relay information to the team

## **DIMENSIONS**

**DIRECT REPORTS:**                    **None**

### **WORKING RELATIONSHIPS:**

- Patients ○ GPs/Nurses/HCAs
- Practice staff
- Leicester City Primary Care Trust ○ Secondary Care – i.e. UHL Outpatient departments, wards ○ Colleagues from other Trusts and Departments and Health Authority

---

## **JOB PURPOSE:**

The purpose of this multi-skilled role is to undertake a wide range of administration duties as well as face to face and telephone interactions with patients and visitors of Inclusion, in our busy administration office and reception areas.

- Provide a high quality and effective reception and administrative support service which promote good customer service and effective working relationships.
- Receive, assist and direct patients in accessing services in a courteous, efficient and effective way.
- Offer general assistance to the wider team and project a positive and friendly image to patients and other visitors, either in person or via the telephone ○ Undertake a variety of administrative duties to assist in the smooth running of the practice.
- All Administrators at Inclusion are expected to be able to cover the roles and responsibilities of a receptionist / administration staff at the surgery at any time when required to do so as part of our rota and the job description.

---

## **MANAGEMENT OF APPOINTMENT SYSTEM:**

- Ensure total familiarity with all appointment systems including regular and incidental variations including choose and book appointment system
- Book appointments and recalls ensuring sufficient information is recorded to enable retrieval of the medical record  
Monitor effectiveness of the system and report any problems or variations to Reception/Administration Manager

## **ADMINISTRATIVE SUPPORT:**

Administrative support to members of the primary care health team and patients in any of the following areas ensuring appropriate practice records are kept up to date:

- To make appointments, bookings and admissions as required.
- To establish and maintain filing and administrative systems so that written or computer information is easily accessible and secure.
- File patient records and correspondence in patient medical records.
- ○ Tasks - Completing own tasks on workflow list.

- 
- Templates & documents - Importing new & amending existing ones & deleting outdated ones
  - To assist with the gathering of statistics and information when required.
  - Process incoming and outgoing mail for the building and ensure distribution to the relevant departments.
  - General administration duties such as photocopying and filing
  - E-Referrals. Setting up all the various types of patient referrals including community, hospital and 2 week wait referrals. Actioning any e-Referral queries
  - Register new patients at the practice
  - Arrange patient transport/ambulance where necessary
  - Maintain and keep up to date all safe guarding patient records and keep medical records updated of all correspondence
  - Invite patients who are not up to date with their immunisations for screening
  - Processing scanned workflow, and scanning documentation on to patient records.
  - Be able to learn and take on any additional administrative role when asked to do so and as part of your career progression.
  - Ensure records are kept neat and tidy and in good general repair.
  - Ensure any changes in patient details i.e. address telephone numbers etc. are altered on the patients' medical record when required.
  - Ensure all patient contacts are documented in the patients' computerised medical record.
  - As an Administrator at Inclusion you will be expected to take administrative responsibility of patient care.
  - Maintain effective and efficient office systems, including filing, post, and accessing electronic diaries etc.
  - Photocopying and word processing documents, letters, emails, when required.
  - Operate and maintain a room booking system for use of clinic rooms.

### **COMMUNICATION AND RELATIONSHIPS**

- At all times provide a professional, calm, friendly, effective and efficient reception service to service users, relatives and visitors where tact or persuasion skills are required.
- Deal with all general enquiries relating to the building and explain procedures when necessary.
- Liaise on a day-to-day basis with all other relevant colleagues, to ensure positive experience is maintained to a high standard.

- Develop effective relationships and working arrangements with other professional colleagues and agencies, to ensure the smooth delivery of care for patients.
  - Vary the style and level of communication with individuals in order to meet the differing levels of understanding. Use interpreter systems such as Language Line
  - Ensure clear lines of communication and work collaboratively with all relevant health care professionals and agencies.
- Ensure that all callers/users of the service are dealt with in a polite and professional manner, showing sensitivity as appropriate.
- Communicate with service users' sensitive information in a way that takes into account their level of understanding and any barriers that may have an impact on the individual receiving and understanding of the information, which may be communicated face to face or over the telephone on a frequent basis.
- Answer telephone calls, transfer calls as required or take routine messages and direct to appropriate staff.

### **PLANNING AND ORGANISATION**

- Organise own day to day work tasks or activities/plan and organise straightforward activities, some ongoing.
- Maintain effective and efficient office systems, including filing, post, and accessing electronic diaries etc.
  - Promote the image of the practice, checking that notices and leaflets are up to date and well presented.
  - Prepare and maintain the reception and waiting areas and ensure public areas are clean and tidy.
- When the premises officer is on leave required to perform opening and closing procedures to the reception area.

### **PHYSICAL ELEMENT OF THE ROLE**

- The post requires some physical effort depending on the area of work

### **MOST CHALLENGING PART OF THE JOB**

- Working in a non-clinical environment i.e. drop-in centres used by this homeless chaotic vulnerable group whilst maintaining patient confidentiality.
  - To be aware of potential risk when dealing with the demanding needs of this group of people who, because of their lifestyle, may be under the influence of either drugs or alcohol (or both) together with mental health problems or learning difficulties.
  - Maintain politeness and calmness while dealing with emotional and often volatile patients.

### **STAFF AND TRAINING:**

- Making sure that all aspects of staff training relating to your role and working at Inclusion is completed in a timely manner and updated at the prescribed intervals. This including all aspects of Bluestream and any other online training.
- Participate in continuing personal development and life-long learning, identifying any relevant training needs.
- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development

- SYSTEMS AND EQUIPMENT** ○ Good knowledge of IT and ability to use a computer

## **SAFEGUARDING RESPONSIBILITIES**

Inclusion takes the issues of Safeguarding Children, Adults and addressing domestic violence very seriously. All employees have a responsibility to support Inclusion in our duties by:

- Attending mandatory training on Safeguarding children and adults; ○ Making sure they are familiar with their requirements under relevant legislation;
- Adhering to all relevant national and local policies, procedures, practice guidance (e.g. LSCB Child Protection Procedures and Practice Guidance) and professional codes; ○ Reporting any concerns to the appropriate authority/Safeguarding Lead

## **INFECTION CONTROL**

To support Inclusion in achieving a reduction in Health Care associated infections i.e.

- To carry out duties placed on employees by the Health Act 2006; ○ To be familiar with, and comply with Trust Policies / guidelines on infection control; and ○ To attend all mandatory training in relation to infection control.

## **RISK MANAGEMENT / HEALTH AND SAFETY**

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974, ensure that agreed safety procedures are carried out and maintain a safe environment for employees, patients and visitors.

## **SMOKING AT WORK**

Inclusion operates a 'non smoking' policy. Employees are not permitted to smoke anywhere within the premises or smoking during working time and when representing Inclusion.

## **POLICIES AND PROCEDURES**

Inclusion employees are expected to follow policies, procedures and guidance as well as professional standards and guidelines. Copies of Inclusions policies can be accessed via Trello, Staff Handbook or via your Manager/ HR Department

## **REVIEW OF THIS JOB DESCRIPTION**

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs to meet the needs of the care of our patients.

## **Prospective Employee Privacy Notice**

<https://hub.practiceindex.co.uk/library/6974/privacy-notice-job-applicants-potential-employees>

## **Dignity at Work Statement**

---

Inclusion Healthcare is committed to treating all of our staff with dignity and respect. You are responsible for behaving in a way that is consistent with the aims of our Equality and Diversity Policy. This includes not discriminating unfairly in any area of your work and not harassing or otherwise intimidating other members of staff.

---

**PERSON SPECIFICATION**

<b>JOB TITLE:</b>	Practice Receptionist/Administrator	
<b>DEPARTMENT:</b>	Administration Team	£13.02 per hour

\*Assessed by: A = Application I = Interview R = References T = Testing

<b>ESSENTIAL CRITERIA</b>	<b>*</b>	<b>DESIRABLE CRITERIA</b>	<b>*</b>
<b>QUALIFICATIONS &amp; TRAINING</b>			
NVQ Business Administration Level 2 or equivalent	A/I	IT Level 1 Functional Skills /ECDL	A/I
NVQ Customer service Level 2 or equivalent	A/I	GCSE English Language Level C or above	A/I
Certificate Evidence of administrative knowledge and skills equivalent to level of qualification	A/I		
<b>EXPERIENCE</b>			
Competent user of Excel and Word	A/I/T	Extensive experience of SystemOne	A/I
Ability to organise own workload with direction available	A/I	Template building, READ Codes etc	
Ability to take instruction, direction and work effectively as part of a team	A/I	Dealing with people with challenging behaviour	A/I/T



Able to demonstrate good written and oral A/I communication skills

Willingness to use technology to improve patients

**PERSONAL ATTRIBUTES**

Enthusiastic and flexible

Warm and friendly

Non judgemental

Challenges discrimination

Sensitive & empathetic

Reliable and punctual

A/I

A/I

A/I

A/I A/I

A/I/R

**JOB HOLDER**

**SIGNATURE**

--

<b>DATE</b>
-------------

<b>MANAGER</b>	<b>SIGNATURE</b>
	<b>DATE</b>

April 2026

