**RECEPTION MANAGER JOB DESCRIPTION**

**Springmead Surgery are looking for a Part time Reception Manager to support the day to day running of our busy reception area and help manage our internal IT needs.**

**Reception**

* Experience in leading employees, understanding a mixed ability team and playing to the team strengths
* Recognising upskilling and training needs including encouraging self-training using our Bluestream portal
* Encourage new ways of thinking, manage old habits and recognise a more efficient way of working
* To be passionate about making a difference and confident on implementing change
* Broad administration and reception experience - there will be a need to understand the roles of your team and be able to cover those roles when necessary including covering reception when necessary.
* Support the practice management with communication and daily tasks
* Support with the day to day running of the reception team and areas - the ‘go to’ person for queries within the team
* Supervising daily rotas which should be planned several weeks in advance. Supervising Annual Leave to ensure cover at all times

Supervising the overtime needs and ensuring maximum cover at minimum cost.

* Good communication and organisational skills
* Excellent telephone manner and ability to demonstrate excellent customer service
* Open, Professional and friendly communication style
* Ability to ensure strict confidentiality
* Able to multi task in a busy environment
* Flexibility

**IT**

* Confident with technology and have confident IT skills including Outlook, Excel and Microsoft Word
* We use EMIS on a daily basis and experience in this would be an advantage
* Our ideal candidate would be the go to person for IT issues within the building
* Introduce our IT systems to new employees.
* You would be responsible for registering new employees or visitors such as Locums onto EMIS, applying for the NHS smart cards and communicating with IT support on new email/outlook accounts

We are an evolving practice and so the above description is not exhaustive and may be amended to suit the changing needs of the business.

For any questions or for more information about this role please contact the Operations Manager on 01460 65215. Salary will be dependent on experience.