**JOB DESCRIPTION FOR RECEPTION MANAGER**

**JOB TITLE:** Scheduler/Reception Manager

**PAY RATE:** £23400- £24375 DOE

**MAIN PURPOSE OF JOB:** To ensure smooth running of appointment books

To coordinate staff to ensure smooth running of the reception area

**RESPONSIBLE TO:**  Practice Manager, Assistant PM and Operations Manager

**MAJOR DUTIES AND RESPONSIBILITIES TO THE POST:**

**Scheduler**

To maintain and build appointment book and templates with the scheduler

To co-ordinate with partners, practice manager and others involved in the planner schedule

To co-ordinate GP leave requests, booking locums when necessary

To arrange timetables for all medical students, allied healthcare professionals and registrars

To organise any work experience student placements

To cancel/re-arrange any clinics

To organise the Duty “on call” Rota

To ensure all staff are kept updated with changes to appointment book

**Reception Duties**

To monitor performance against agreed standards, provide any training required

To have a clear understanding of appointments system

To act as link between other teams

To act as a central force between team and other staff members

To undertake annual appraisals and reviews

To monitor sickness

Inductions of new staff

To be the first escalation point for complaints relating to Reception.

To file all copy invoices/shredding

To Manage the Team of 20 Receptionists with your deputies

In Emergencies to provide Reception and Telephone cover.

**SPECIAL REQUIREMENTS OF THE POST**

Excellent communication skills

Able to work under pressure

Able to work in a changing environment

Able to challenge the status qou proactively and drive change

Diplomacy

Key board skills and knowledge

Understanding and acceptance to adhere to strict confidentiality

Ability to prioritise, organise and work on own initiative

Pleasant and articulate