



Llanfyllin Group Practice

Job description and person specification

Job title	Reception Manager
Line manager	Operations Lead
Accountable to	The Partners
Hours per week	37 worked over 5 days

Job summary

We are a large, rural GP practice providing general medical services over our 3 surgeries.

We pride ourselves on providing a caring and compassionate medical service to our patients whilst providing a supportive and nurturing work environment for our team members.

We are looking for an experienced individual with excellent communication skills, a compassionate and friendly nature, and an aptitude for great patient service.

You will have the ability to work in a demanding environment and be committed to offering the best possible care to our patients whilst providing excellent levels of care and support to our reception team and wider practice team.

We are modern, friendly practice with patient care at the heart of all we do.

Mission statement

Llanfyllin Group Practice aims to be a leading local provider of clinical care and a wide range of health care services to the community and practice area, meeting national standards on best clinical practice.

Generic responsibilities

All staff at Llanfyllin Group Practice have a duty to conform to the following:

Equality, Diversity & Inclusion (ED&I)



A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that they treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

This organisation is committed to supporting and promoting opportunities for staff to maintain their health, wellbeing and safety.

The post holder is to manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients and monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.

All personnel have a duty to take reasonable care of health and safety at work for themselves, their team and others, and to cooperate with employers to ensure compliance with health and safety requirements.

All personnel are to comply with the:

- [Health and Safety at Work Act 1974,](#)
- [Environmental Protection Act 1990,](#)
- [Environment Act 1995,](#)
- [Fire Precautions \(workplace\) Regulations 1999](#)
- [Coronavirus Act 2020](#)
- Other statutory legislation which may be brought to the post holder's attention.

Confidentiality

This organisation is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to



their health and other matters pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times.

It is essential, if the legal requirements are to be met and the trust of our patients is to be retained, that all staff protect patient information and provide a confidential service.

Quality and Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but of how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

Llanfyllin Group Practice continually strives to improve work processes which deliver healthcare with improved results across all areas of our service provision. We promote a culture of continuous improvement where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Staff should interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice.

All staff are to contribute to investigations and root cause analyses whilst participating in serious incident investigations and multidisciplinary case reviews.

Induction

At Llanfyllin Group Practice, you will be required to complete the induction programme and the practice management team will support you throughout the process.

Learning and development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake in and complete mandatory training as directed by the management team. It is an expectation for the post holder to assess their own learning needs and undertake learning as appropriate.

The post holder will undertake mentorship for team members, and disseminate learning and information gained to other team members, to share good practice and inform others about current and future developments (e.g., courses and conferences).



The post holder will provide an educational role to patients, carers, families, and colleagues in an environment that facilitates learning.

Collaborative working

All staff are to recognise the significance of collaborative working and understand their own role and scope and identify how this may develop over time. Staff are to prioritise their own workload and ensure effective time-management strategies are embedded within the culture of the team.

Teamwork is essential in multidisciplinary environments, and the post holder is to work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working, while working effectively with others to clearly define values, direction and policies impacting upon care delivery.

Effective communication is essential, and all staff must ensure they communicate in a way which enables the sharing of information in an appropriate manner.

All staff should delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence.

Plans and outcomes by which to measure success should be agreed.

Managing information

All staff should use technology and appropriate software as an aid to management in the planning, implementation, and monitoring of care, and presenting and communicating information.

Data should be reviewed and processed using accurate SNOMED/read codes to ensure easy and accurate information retrieval for monitoring and audit processes.

Service delivery

Staff will be given detailed information during the induction process regarding policy and procedure.

The post holder must adhere to the information contained within the organisation's policies and regional directives, ensuring protocols are always adhered to.

Security

The security of the organisation is the responsibility of all personnel. The post holder must ensure they always remain vigilant and report any suspicious activity immediately to their line manager.

Under no circumstances are staff to share the codes for the door locks with anyone, and they are to ensure that restricted areas remain effectively secured. Likewise, password controls are to be maintained and passwords are not to be shared.



Professional Conduct

All staff are required to dress appropriately for their role.

Leave

As per the practice annual leave policy

Primary key responsibilities

The following are the core responsibilities of the Reception Manager. There may be, on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels.

The Reception Manager is responsible for:

- a. Providing line management, leadership, and support to our reception team, supporting staff development, and providing guidance and direction.
- b. Supporting the Operations Lead with recruitment, induction, training, mentoring, and developing reception team members
- c. Ensuring an effective, efficient, and caring service to patients, visitors and others who work or are involved with the practice.
- d. Completing staff appraisals, regular 1-to-1 catch-ups, managing performance and absence according to practice policy and all other aspects of HR with regards to the reception team.
- e. Processing reception team timesheets and mileage claims for monthly payroll
- f. Attending management team meetings and feeding back to the reception team
- g. Ensuring the waiting room and notice boards are up to date with displays, tidy and inviting for patients including the electronic screens and self-check in units
- h. Identifying and delivering team training where required
- i. Supporting the Operations Lead with practice health and safety responsibilities.



- j. Completing reception rotas ensuring an equitable skills mix across the team and appropriate and safe levels of cover during surgery hours
- k. Reviewing and updating reception policies and procedures as required
- l. Supporting the management team in achieving Access Standards and QIF targets
- m. Front line troubleshooting of IT issues
- n. Front line handling of practice complaints and compliments and escalating appropriately.
- o. Supporting the Operations Lead with clinic management, maximising available clinical resources

Secondary responsibilities

In addition to the primary responsibilities, the Reception Manager may be requested to:

- a. Support the Managing Partner in the absence of the Operations Lead
- b. Support the practice team in audit completion.



The person specification for this role is as detailed:

Person specification – Administration/Office/Reception Manager		
Qualifications	Essential	Desirable
Educated to A-level/equivalent or higher, with relevant experience		✓
GCSE English (C or above) and at least three others	✓	
AMSPAR qualification		✓
NVQ Level 2 in Health and Social Care		✓
Leadership and/or management qualification		✓
Experience	Essential	Desirable
Experience of working with the general public	✓	
Experience of administrative duties	✓	
Experience of working in a healthcare setting	✓	
Experience of leading/managing a team	✓	
Experience of providing appraisal writing and staff development		✓
Skills	Essential	Desirable
Excellent communication skills (written and oral)	✓	
Strong IT skills (generic)	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook	✓	
EMIS/Vision user skills		✓
Effective time management (planning and organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Problem solving and analytical skills	✓	
Ability to follow policy and procedure	✓	
Personal qualities	Essential	Desirable
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	



Initiative and judgement (knowing when to ask for help)	✓	
Forward thinker	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Maintain confidentiality at all times	✓	

Notes:

The job description and person specification may be amended following consultation with the post holder to facilitate the development of the role, the organisation and the individual.

All personnel should be prepared to accept additional, or surrender existing, duties, to enable the efficient running of the organisation.