University of Edinburgh

Job Description Template

1. Job Details

Job title: Head Receptionist

School/Support Department: University Health Service

Unit (if applicable): Academic Registrar’s Division

Line manager: Practice Manager

2. Job Purpose

To ensure the smooth, efficient operation of reception desks and all office procedures on the 3rd & 4th floor reception areas.

3. Main Responsibilities

<table>
<thead>
<tr>
<th>Approx. % of time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Supervision of Reception staff and records filing clerks ensuring the smooth running of the reception areas on a daily basis.</td>
</tr>
<tr>
<td>2. Act as a focal point between Reception, Doctors and other members of the practice team as well as outside agencies so aiding practice communication.</td>
</tr>
<tr>
<td>3. Draw up and maintain duty rotas and holiday rotas for reception staff and record officers ensuring there is adequate staffing to support clinical service.</td>
</tr>
<tr>
<td>4. Load from paper record Doctors, midwives and health visitors appointments on to our computer data base identifying any inconsistencies and monitor on a daily basis making changes as required.</td>
</tr>
<tr>
<td>5. Act as deputy to Practice Manager in dealing with patients complaints, attempting to resolve issues at local level rather than formal procedure be instigated.</td>
</tr>
<tr>
<td>6. Organize and do staff appraisals for reception/record team identifying training needs and discussing performance on a yearly basis.</td>
</tr>
<tr>
<td>7. Undertake admin duties within main office-opening/sorting/distributing mail. Filing &amp; pulling records, dealing with patients. To assist with the operation of the main office.</td>
</tr>
</tbody>
</table>
including covering for the record officers when they are on holiday

4. Planning and Organising
Planning day based on needs arising in reception as well as performing routine
tasks, dealing with items arising from mail by following procedures and deciding on
priorities for action.
Dealing with work delegated from a variety of sources. e.g. Doctors, nurses and
outside agencies etc.
Planning and organising of freshers’ week 6 months in advance including
organisation of temporary staff and arrangements for the actual event.

5. Problem Solving
The job holder must be able at short notice to organise the changes that occur when
a Doctor/nurse is unable to do their surgery.
Dealing with day-to-day staff problems e.g. Clash of personalities, sickness cover,
deciding on how best to resolve a problem and seeking advice when required.

6. Decision Making
Prioritises and allocates work to reception staff on a daily basis to ensure practice
operational routine is followed.
Decide on urgency of operational issues e.g. Need to see a Doctor immediately or
can wait

7. Key Contacts/Relationships
INTERNAL- Communicate with Doctors, nurses, health visitors, midwifes.
Physiotherapists and psychiatrists in terms of day to day service delivery.
EXTERNAL- Patients, hospitals, insurance companies, Practitioner services.
Responding to operational queries and passing on information re practice service.

8. Knowledge, Skills and Experience Needed for the Job
Experience as a medical receptionist, with some staff management skills. Excellent
communication skills. I.T. skills. Sense of humour.

9. Dimensions
Supervise 5 full time, 1 part time receptionists and 2 full time record officers,
Approx 23,000 patients
10 GP’s (including 7 partners)
7 Nurses
Servitor/Cleaning staff.

10. Job Context and any other relevant information
Variety of work on a daily basis is determined by reacting to unplanned situations.
Dealing with distressed/irate patients and their relatives face to face and over the
telephone.