**Harborne Medical**

**Patient Services Officer (Reception) Vacancies**

Harborne Medical Practice is a lively, modern and well established teaching practice in the centre of Harborne. We are a COVID vaccine centre for our Primary Care Network; as well as providing excellent general practice and nursing provision. Our services also include hub, physiotherapy, phlebotomy and minor surgery along with specialist clinics for conditions such as asthma and diabetes, to name but a few. We have a fantastic family-friendly staff team consisting of 7 partners, 3 salaried GP’s, 25 plus administrative, secretarial and nursing staff and have approximately 14,500 patients on our list. Our lovely practice has expanded in the last few years, with the addition of 8 clinical spaces and an IT suite and the practice can now offer 20 clinical rooms. We are known for our modern, progressive approach to both the provision of patient care and support for our staff team. We see ourselves as highly innovative, taking great pride in everything we do and are rated ‘Good’ by CQC.

To continue the efficient running of the practice and help us increase our patient offer, we are looking for the following persons to join our friendly staff team:

**Patient Services Officers: Providing various hours potentially worked 5 days from 7 and may include evenings and weekends on a rota basis. We can offer a degree of flexibility regarding the number of hours provided and are happy to discuss this at interview. The FTE salary range is from £18,525 to £19,500, depending on experience and qualifications and staff benefit from the NHS pension scheme.**

The purpose of the role is to:

* Provide high quality administrative and reception support to the practice.
* Ensure the delivery of an effective and efficient service at all times to partners, staff, patients, relatives and other key stakeholders.

This key role will include some 07:30 starts and 20:00 finishes some weekend mornings. The successful candidate will need to be flexible to work these hours on a rota basis and provide additional cover when necessary.

**Amongst other things, we are looking for someone who has**:

* Worked in an administrative / reception role in general practice and ideally used the EMIS clinical system
* A good standard of general education, including English and Math.
* Experience of using computerised recording systems and used software packages, such as Excel, Word and Outlook.
* A teamwork ethos, is an excellent communicator and organiser, pays attention to detail and can keep to deadlines.
* The right person will also have excellent interpersonal and customer focussed skills, is calm, flexible, adaptable and self-motivated.

In return you will receive an excellent remuneration package, staff uniform, comprehensive induction and regular supervision. Our Leadership Team places great value on all our staff and fosters an environment where staff are encouraged to participate, grow and develop. Additionally, Harborne has fantastic amenities and public transport network and free parking is available for practice staff. Harborne Medical really is a great place to work.

**To apply of for further information regarding the positions, please email your CV to:**

[**harborne.administrators@nhs.net**](file:///\\Emis7003a\shared\LS%20NH%20LAC%20JD\HR%20general\Adverts\Medical%20Services%20Coordinator\harborne.administrators@nhs.net)

**The post will be closed when we have received sufficient applications.**