Bennochy Medical Centre

PERSON SPECIFICATION

Medical Reception Supervisor

Reports to	Practice Manager / Assistant Practice Manager
Purpose of role	To support the day-to-day supervision of medical reception, promoting safe, efficient and professional service delivery.
Shortlisting note	Essential criteria should be used for shortlisting; desirable criteria may help distinguish between candidates who meet all essentials.

Criteria	Essential	Desirable
Education, qualifications and training		
Standard education	• Good standard of general education, including English and Maths/Numeracy at National 5 (or Standard Grade Credit, GCSE grade 4/C or above, or equivalent) • Able to write clear patient notes/messages and interpret written procedures accurately.	• HNC/HND or equivalent qualification in Business Administration, Healthcare Administration, Customer Service, or Management.
Supervisory development	• Willingness to undertake supervisory, leadership, complaints handling and conflict de-escalation training.	• ILM/CMI/SVQ supervisory or team-leading qualification, or equivalent development. • Training in coaching, mentoring, rota planning or appraisal support.
Medical administration knowledge	• Able to learn and apply medical terminology, confidentiality requirements and practice procedures. • Willing to complete practice induction and all required statutory/mandatory training.	• AMSPAR/BSMSA medical administration or medical terminology qualification. • Certificate/diploma in healthcare administration, medical reception or similar.
Digital skills	• Confident using Microsoft Office/Outlook, email, scanning/workflow systems and electronic patient records. • Able to maintain accurate records and follow data protection procedures.	• Experience with GP clinical systems such as Vision, EMIS, Docman or similar. • ECDL/ICDL, digital skills qualification or equivalent.
Experience		
Reception/customer service	• Experience in a busy reception, customer service, call handling or administrative role. • Able to remain calm, courteous and professional when dealing with urgent, sensitive or challenging enquiries.	• Experience in general practice, NHS, healthcare, social care or other confidential service environment.
Team coordination	• Experience supporting colleagues, allocating tasks, monitoring completion and escalating concerns appropriately. • Able to support new staff with day-to-day questions and local procedures.	• Experience supervising staff, coordinating rotas, leading huddles/meetings or supporting probation/appraisal processes.
Practice administration	• Accurate administrative skills, including appointment booking, processing requests, messages, patient correspondence and routine workflow.	• Experience with prescriptions, scanning/workflow, results chasing, clinic changes or patient online requests.

Person Specification continued

The post holder should demonstrate the following skills, behaviours and role-specific requirements.

Criteria	Essential	Desirable
Knowledge and understanding		
Confidentiality and governance	• Understands the importance of patient confidentiality, data protection and safe information handling. • Able to follow protocols and recognise when to seek advice.	• Knowledge of GP practice procedures, Caldicott principles, GDPR/Data Protection Act requirements or NHS information governance.
Patient service and equality	• Understands the need to treat patients, carers and colleagues with dignity, respect and fairness. • Able to adapt communication for different needs and circumstances.	• Training or experience in equality, diversity, inclusion, safeguarding/adult support or accessible communication.
Skills and abilities		
Communication	• Clear, professional written and verbal communication. • Able to pass messages accurately, listen carefully and explain processes in plain language.	• Experience communicating with GPs, nurses, managers, community teams or external agencies.
Organisation and judgement	• Able to prioritise workload, manage interruptions and maintain accuracy under pressure. • Able to identify risk, escalate appropriately and make sensible day-to-day decisions within role boundaries.	• Experience monitoring appointment capacity, staffing cover, workflow queues or service pressures.
Leadership behaviours	• Approachable, reliable and able to set a positive example for the reception team. • Able to give constructive guidance, support consistent standards and maintain professional boundaries.	• Experience contributing to training packs, local protocols, standard operating procedures or improvement work.
Personal qualities		
Values and conduct	• Patient-focused, discreet, respectful and trustworthy. • Flexible, resilient, accountable and willing to learn. • Calm and professional when dealing with conflict, complaints or distressed patients.	• Interest in service improvement and developing others.
Role-specific requirements		
Availability and flexibility	• Able to work agreed practice hours and provide flexibility to support service cover, including sickness/annual leave pressures where required. • Able to undertake all required training within agreed timescales.	• Previous experience supporting extended hours, rota changes or cover arrangements.