



Monkfield Medical Practice

Position:	Patient Services – Receptionist/Administrator
Location:	Sackville House, Sackville Way, Cambourne, Cambridge
Posts:	Two
Days:	Full days between 0745 – 1800 Tuesday & Friday (non negotiable)
Salary:	£9.90 per hour, rising to £10 after successful probation period of 6 months

Monkfield Medical Practice (MMP) has a patient population of 12,250 and is led by 2 GP Partners and their multidisciplinary team who work together within a close team, supporting each other to provide safe, high quality, sustainable healthcare to Cambourne.

We are seeking a part-time receptionist to join our friendly team, to answer the telephone and to greet and assist patients in accessing the appropriate service or relevant healthcare professional in a courteous, efficient and effective way.

You will provide general administrative assistance to the practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone.

You will play a key role in the continued development of MMP, working closely with the practice team in implementing systems aligned to the practice's values and purpose, especially during this exciting time of expansion due to the continued growth of Cambourne.

You will have proven receptionist and customer service experience and have the ability to multi task within an environment that is unpredictable. You will have a passion for providing excellent customer service when expectations can vary, whilst remaining calm, polite and professional. Excellent IT skills are required. Previous GP and/or NHS experience beneficial.

In return, you will receive continued support in the workplace, an excellent working environment, 27 days annual leave and 8 bank holidays on a pro rata basis and access to the NHS Pension scheme.

We encourage all our staff to complete the course of COVID vaccinations

To apply for this position, do so by emailing Hannah Crisford, Practice Manager h.crisford@nhs.net