

This Vacancy

Monday: 0800 - 1400	Tuesday: 0715 - 1315	Wednesday: 1230 - 1830	Thursday: 0715 - 1315	Friday: 1230 -18:30	Total hours: 30
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Purpose of the Role

To provide an efficient and comprehensive secretarial support service to the Practice, without direct supervision and with broad procedural guidelines. Contribute to resilience and continuous improvement

Position in the Organisation

- Reports to the Cosham Park House Surgery Team Leader
- Key member of the reception team, working to provide high quality reception and administrative services

Key Accountabilities and Responsibilities

- Receive, assist and direct patients in accessing the appropriate service or healthcare professional
- Offer general assistance to the Practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone
- Deal with all general enquiries including booking, cancelling and amending appointments
- Facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies
- Open / Close premises in line with procedure – including activation / deactivation of alarm.
- Support the Surgery Team Leader (STL) in the day to day running of the site, ensuring appropriate 'senior' cover during periods of leave and sickness absence
- Be a positive ambassador for change to the reception team

We are Looking for Someone who.....

- Can motivate and drive a team forward to achieve performance targets
- Has a positive disposition and a person-centred approach
- Maintains high standards and is flexible and reliable, ready to cover for colleagues as needed, and lead by example
- Adhere to Practice's vision statement and comply with all Practice standards, policies and protocols
- Comply with the data protection regulations, ensuring confidentiality and security of patient information
- Knows when to ask for help and collaborate effectively with colleagues, healthcare professionals, patients and external organisations to resolve queries
- Has experience in managing a diverse team.

Portsmouth Group Practice - Introduction

Everyone working within the Practice is committed to the provision of high-quality primary care for the benefit of our patients, whom we respect and value. We strive to be an open-minded, friendly, caring and inclusive team. We recognise that our team needs to work as a strong anchor chain within the community we serve. Like a chain we acknowledge that every link has to be strong. We achieve this by working together, supporting each other and continuously inviting team members to make suggestions aimed at providing efficient, safe processes for our patients.

PORTSDOWN GROUP PRACTICE
SENIOR RECEPTIONIST



Financial Assurance

- Real Living Wage Employer
- Annual Pay Review
- NHS Pension Scheme – where employer contribution totals exceed 20%



Health & Wellbeing

- Funded Private Healthcare via Benenden
- Mental Health First Aiders across the Practice
- Eye care vouchers



Family / Dependents

- Compassionate time off work and bereavement leave
- Time off work for dependents
- Discretionary support for long term medical issues
- KIT days



Work Life Balance

- Minimum 25 days annual leave (pro rata for part time) plus bank holidays
- Sabbatical opportunities (subject to length of service)
- Flexible working



Continuing Development

- Annual training review / investment
- Long history of training and developing staff for internal and external promotion



Appreciation

- Day off for your Birthday
- Social Events
- Corporate Fleece
- Refreshments
- Long Service Awards

This Recruitment

The closing date for this post is: **09 August 2026**

Please note that we will close the advert early if we receive sufficient applications.

If you would like to arrange an informal chat and / or a visit, please contact Ella via email ella.mills2@nhs.net