

Receptionist/Admin apprentice – Belgrave, Leicester

Receptionist/Admin apprentice wanted by a Medical Centre based in the Belgrave area of Leicester.

It is an active training Practice and is approved and monitored by East Midlands Healthcare Workforce Deanery. The practice aims to provide appropriate and accessible primary health care services to meet each individual's health needs

The purpose of the role is to:

- 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
- Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way
- Undertake a variety of administrative duties to assist in the smooth running of the Practice including the provision of secretarial and clerical support to clinical staff and other members of the Practice team
- Facilitate effective communication between patients, members the primary health care team, secondary care and other associated healthcare agencies

Duties and Responsibilities:

- Duties may be varied from time to time under the direction of the Practice Manager, dependent on current and evolving Practice workload and staffing levels:

Confidentiality:

- In the performance of the duties outlined, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential.

Health & Safety:

- The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy.

Equality and Diversity:

- The post-holder will support the equality, diversity and rights of patients, carers and colleagues.

This is a Business Administration Level 2 apprenticeship. You will be supported by both the employer and training provider to ensure you succeed in this role and gain a nationally recognised qualification.

The qualification training will be done mainly at the workplace, with the off-the-job training accounting for at least 20% of your employed time. An assessor will regularly visit you at work to observe you performing relevant tasks and to carry out professional discussions.