



Job Title: Deputy Reception Team Leader

Department: Administration

Reporting To: Reception Team Leader

FURTHER PARTICULARS

Role Description:

Responsible for client-facing operations to include reception, telephones, related client administration, and the handling of general enquiries.

In addition, this role will involve working collaboratively with other departments across the business, to meet the needs of the patients and their guardians, improving our reception focused service delivery and patient journey.

You will have excellent communication skills, be care driven, exceptionally organised, thorough, and able to support a 24/7 team environment.

Responsibilities and Tasks:

- Ensure our reception team delivers the best experience possible for our patients, their guardians and our referring practitioners.
- Customer and Client Experience
 - Lead the delivery of a great customer and client experience by the reception team.
 - Provide full client communication training to all new reception team members and ongoing to the existing team
 - Liaise with and support the Reception Team Leader on all issues within the reception team
 - Escalation point for all complex client queries
 - First port of call for the management of client and customer concerns and complaints
 - Regularly review and update department training material and protocols
 - Ensure cleanliness, tidiness and stocking of public areas
 - Help to ensure that our Fitzpatrick Referrals values and vision are pertinent and practiced across teams; act as a role model and live our values
- Motivate the reception team through coaching, effective communication and working collaboratively with the Reception Team Leader on development reviews
- Provide cover for the Receptionist role during busy periods and periods of annual leave and sickness absence
- Provide cover for the Reception Team Leader during periods of annual leave and sickness absence
- Represent and promote the practice, its aims and values at all times
- In addition to your main duties you will be required to carry out such other duties consistent with your position to meet the needs of the Company and as the Company may from time to time require

PERSON SPECIFICATION

The skills, abilities, experience and knowledge outlined below provide a summary of what is required to carry out this job effectively. They also form part of the selection criteria on which the appointment decision will be made. Please ensure that you show how you meet the criteria outlined below in your application.

Requirement	Essential	Desirable	Assessment
Qualifications		<ul style="list-style-type: none"> Customer Care qualification 	Application and interview
Experience	<ul style="list-style-type: none"> Client Services experience Leadership experience in a client and customer focused environment A competent user of Microsoft Office 		Application and interview
Personal skills	<ul style="list-style-type: none"> Exceptional communication skills Innovative problem solver Confidential, high level of integrity and discretion Strong organisational abilities Track record of building trust based relationships Excellent command of spoken and written English Numerically competent 	<ul style="list-style-type: none"> Ability to support teams through times of change, when under pressure and working to tight timescales 	Application and interview
Personal Characteristics	<ul style="list-style-type: none"> Act as a role model and leading by example as true ambassador of Fitzpatrick Referrals Ability to motivate others Flexible and adaptable Self-motivated and self-starter Passion for exceptional customer service Resilient 	<ul style="list-style-type: none"> Enjoy following every stage of the customer and client experience as much as they would enjoy formulating and overseeing a customer and client experience 	Interview
Other	<ul style="list-style-type: none"> Right to work in the United Kingdom 		Application and Interview
Values	<ul style="list-style-type: none"> Integrity – We always endeavour to do the right thing Innovation – We challenge ourselves to develop new and better ways to solve problems Care – We care passionately about what we do Education – We are totally committed to learning and sharing knowledge and information Community – We work best when we work as a team 		Interview

Application Process

Please send a completed application form, together with your cv and details of two referees by email to:
recruitment@fitzpatrickreferrals.co.uk