



Recruitment Pack

Front Desk Team Lead

37.5 hours – 1 FTE

Permanent

Closing date for applications: Midnight on Monday 26th September

Dear Candidate,

I am delighted that you have shown interest in joining our team.

The way we provide GP services is changing every day – and you can be part of it. The Living Well Partnership brings together four well-established practices in Southampton, with seven sites, which have joined forces to create a super-partnership working innovatively to change the way we deliver great patient care and fast, effective patient communication. Our Patient Services teams are bucking the trends and working in smarter and more resourceful ways in order to meet the ever-changing needs of our patients, following unprecedented times.

As part of this mission, we're now looking to recruit a motivated Team Leader for our Front Desk Administrators. Spread across all 7 of our sites, our Front Desk teams have evolved from call handling, administration and generalist backgrounds. Your team is a busy, multifaceted one, covering all areas from face-to-face patient interactions, administration, and assisting other members of the wider Patient Services team.

We're now looking for somebody with a passion for great customer service, as we strive to reach the gold standard of patient satisfaction in our service provision. We want patients to remember us; remember a smile, remember a positive attitude, and remember our team as people who truly care about making our patients happy and comfortable. Boosting confidence in your team members is what you'll do, as you recognise how important it is to have an optimistic and motivated workforce.

Change management, process implementation and service improvement will all sound like exciting pursuits to you. You'll be an energised people manager; ready to face the daily challenges arising in your diverse team. You'll love to coach and train new employees, adopting our competency framework strategy implemented by our Patient Services Management team, whilst developing new ideas of your own. Service KPIs won't be new to you, and you'd even relish the opportunity to put your knowledge of these into a new action plan for the improvement of our front desk teams' service delivery.

You should have at least 3 years' experience in a supervisory or managerial role within a customer service setting. Maybe you're an assistant manager or team supervisor, looking for the next step in your career? Ideally, you'll have worked on the frontline of customer or patient service yourself in the past and have some prior knowledge of the daily challenges faced by the members of your team. If multi-site communications and cross-site working are familiar to you, this would be hugely advantageous, as you'll need to make your team feel united in their mission to provide the best patient care possible.

This is a full-time role, worked across 5 days. You'll have a base site, however, you'll be expected to travel across sites, checking in with and supporting each of your team members, when needed.

To apply

- Provide an up to date cv and a supporting cover letter
- Applications are to be e-mailed to soccg.livingwell-recruitment@nhs.net
- Applications must be received by midnight on Monday 26th September
- Interviews will be held Tuesday 4th & Wednesday 5th October

We look forward to hearing from you.

Christina Wainwright – Deputy Patient Services Manager

About Living Well

Our foundations

Living Well Partnership was formed in 2017 following the merger of four GP surgeries and three smaller branch sites. The GP partners, many of whom continue to lead LWP, were brought together by a growing awareness that we could deliver more streamlined medical care by sharing resources rather than operating on a smaller scale as individual practices.

We are delighted that our patients have benefited from faster access to a larger range of services while achieving operational efficiencies behind the scenes.

Our reach

We care for 38,000 adults and children across the eastern Southampton region. Our seven different sites ensure everyone has local GP access, from the inner city to the rural outskirts.

Our clinical team is made up of 10 GP Partners, as well as 18 Non-Principal GPs including 4 retainers, employed directly by LWP. Our GPs work alongside Advanced Nurse Practitioners, Practice Nurses, Health Care Assistants, Social Prescribers, Care Coordinators and our own in-house Pharmacy team.

Our vision

The health and well-being of our patients is at the heart of everything we do. Our goal is to provide an accessible, friendly, evidence based and compassionate service. By taking into account an individual's holistic needs we will utilise the correct professionals from our large multi-disciplinary team to address the problem presented. We pride ourselves that we are able to address medical, physical, psychological and social aspects of care.

Next generation

As a practice that strives for continuing clinical excellence we are passionate about helping to train the next generation of competent clinicians. We are a thriving and progressive training hub supporting physician associates, nurses, HCA's, pharmacy technicians, independent prescribers, medical students, newly qualified doctors and GP registrars through their academic and clinical education.

Come and join us

We are looking for an outstanding Team Lead who wants to embrace the changes in general practice but value the preservation of continuity.

Job description & person specification

Job Title:	Team Lead – Front Desk Administrators
Department:	Patient Services
Reports to:	Deputy Patient Services Manager
Salary:	£13.00 - £14.00 / £25,419 - £27,375 PA
FTE:	1.0 FTE / 37.5 hours over 5 days
Responsible for:	Front Desk Administrators
Location of work:	Across sites (all within a 5 mile radius)

Overall Aim

The Team Lead for Front Desk Administrators is responsible for the delivery of a professional, efficient and effective front desk service. Managing real-time actions and long-term planning to ensure that agreed KPI's are achieved, whilst providing a compassionate, attentive, consistent and responsive service to our patients. The Team Lead will coach, train and support the team remotely to effectively advise patients and visitors to the practice. The Team Manager will work collaboratively with all team members and team leads involved in patient contact and communications to give patients the best possible care.

Key Responsibilities

1. Patient Services – Front Desk

- Own the delivery of a high quality and responsive front desk service through achievement of agreed KPIs to achieve the highest levels of patient satisfaction from patient (and visitor) contacts with the team.
- Develop and maintain a robust understanding of all front desk services and activities. Take responsibility for providing real-time, daily, weekly, monthly visibility of service performance, analysing trends, abnormal events, detailed narrative with recommendations, including tracking the impact of implemented process changes.
- Manage and be accountable for day-to-day activities at the front desk at all sites, including branch sites (4 main sites and 3 small sites), including managing and defusing difficult situations.
- Ensure interactions with patients, colleagues and visitors are effective, courteous and appropriate and patients are navigated or signposted in line with documented processes.
- Actively promote the use of online services including the NHS App.
- Take responsibility for the opening and closing of all sites.
- Be accountable for the patient waiting room experience, including signage, posters, TV screens and ensure they accurately reflect LWP services.
- Ensure waiting rooms and front desk spaces are well organised, presentable and meet the needs of the team and patients effectively. Ensure that all visible wall posters and documents are accurate, up to date and organised effectively

- Work with other team managers to make best use of off-peak times to complete other patient tasks, including but not limited to calling patients to book appointments, in line with documented processes.
- Report service affecting incidents to the Deputy Patient Services Manager leading on resolution as appropriate.
- Take responsibility for and provide real-time responses to patient complaints received verbally, either face to face, over the phone or electronically, to reduce the number of written complaints and effectively apply the Partnership's Complaints Policy
- Proactively encourage online patient feedback. Respond to all online feedback in a timely, professional and constructive way, identifying trends and where additional training or support may be needed.
- Investigate, record and identify learnings from significant events related to Front Desk Administrators, in line with the Significant Event Policy.
- Implement a framework of continuous improvement and learning from events.

2. HR Focus

- Line manage a team of Front Desk Administrators, utilising strong leadership skills to remotely inspire the team and cultivate a culture of pro-active thinking, ownership, accountability and collaboration to achieve an excellent service for patients.
- Effectively implement LWP's continuous performance management (CPM) process, including probation reviews, 1-2-1's, annual appraisals, team meetings and capability / disciplinary processes where appropriate, in line with agreed protocols. Document, follow up on and take ownership of agreed actions and next steps.
- Be responsible for the resource schedule for the team, including recruitment, on-boarding, absence management (planned / unplanned) and supporting staff to perform to the level required. When necessary, provide cover for the front desk team.
- Ensure the effective cascade of communication to the whole team through multiple avenues including verbal, email, in-house systems and other appropriate communication channels.
- Use team input and own initiative to ensure attendance and retention targets are achieved.
- Create, implement and deliver training and development plans and ensure they are maintained for all team members.
- Travel between sites, ensuring all team members are supported and fair and equal time is given to coaching, training, and engagement activities.

3. Compliance

- Ensure that information relating to patients, colleagues, other healthcare workers or the business of the Partnership is only divulged to authorised persons in accordance with Partnership policies and procedures relating to confidentiality and the protection of personal and sensitive data and consent to share information.
- Ensure IT is being used effectively and consistently to support the front desk function and oversee local training for new IT applications.
- Support the team in the use and local maintenance of IT systems, including communication systems, ensuring all employees are competent and confident in the use of such systems.
- Participate in any training required including mandatory updates/refresher training.
- Support the Partnership in preparation of areas of focus for CQC or other external inspections.
- Undertake regular audits of individual and team performance including requirements for Information Governance, Security, IT, CCG, NHS England and CQC.
- Develop, implement and maintain a suite of protocols and processes to equip new starters and assess competencies of staff.
- Report IT or facilities issues via the internal notification system or Health Care IT provider as required

- Promote and maintain own and others' health, safety and security as defined in the Partnership's Health & Safety Policy.
- Promote and help to enhance the reputation of Living Well Partnership in accordance with policies and procedures, promoting good relations with patients and other health care professionals.

4. Other Duties

- Act as a representative of the organisation, including periodic attendance at PPG meetings.
- Participate, lead or support with various Patient Services projects and initiatives as required by the business.

Key Results

1. Manage resources and skills to achieve Front Desk KPI's [Improve Access]
 2. Continuous reduction in complaints and significant events relating to the team [Patient Experience]
 3. Continuous improvement and achievement of high patient satisfaction with front desk services [Patient Experience]
 4. Team is engaged, resilient and well supported [People Engagement]
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Please also be aware of and follow the Partnership's policies and procedures, with particular attention to patient confidentiality, health and safety, equality and diversity and customer service excellence. To further your development and knowledge you will be expected to attend training as necessary.

The Partnership reserves the right to amend this role profile as necessary, after consultation with the post holder, to reflect changes in or to the job.

Person Specification - Team Manager – Front Desk Administrators

	Essential	Desirable
Experience & qualifications	<ul style="list-style-type: none"> • Evidenced experience of working as a team lead (e.g. >3years+) • Evidenced people and performance management experience • Experience in a customer service environment • Experience of handling complaints and feedback • Experience of achieving agreed KPIs 	<ul style="list-style-type: none"> • Demonstration of ongoing professional development • Experience of employee training and on boarding • Evidence of formal customer service training or qualification
Knowledge	<ul style="list-style-type: none"> • Knowledge of customer service key performance indicators 	<ul style="list-style-type: none"> • Knowledge of healthcare signposting / pathway options available to patients. • Knowledge of General Practice clinical systems.
Skills	<ul style="list-style-type: none"> • Able to effectively support and manage staff remotely • Excellent interpersonal skills and ability to communicate effectively, especially face to face with staff and patients, adapting communication style when needed • Excellent listening skills and ability to ask open questions to understand staff and patient needs • Ability to articulate important information clearly, concisely and accurately in line with policies and procedures • Ability to deal with demanding patients and defuse difficult situations • Ability to manage changing priorities in a calm, confident and consistent manner • Ability to problem solve and to confidently make independent decisions, escalating to line manager when appropriate • Ability to provide excellent attention to detail in all tasks • Ability to use a variety of different computer systems confidently • Strong coaching and people-development skills through leadership, shadowing and quality feedback 	
Personal style and behaviour	<ul style="list-style-type: none"> • Treats others with respect and dignity • Pleasant, welcoming and friendly manner, ensuring that everyone feels they have been acknowledged, heard and understood 	

	<ul style="list-style-type: none"> • Takes ownership and accountability for the quality of work delivered and appropriately resolves or escalates issues • Reliable and flexible to ensure an effective front desk function across all sites • Contributes to building a positive culture 	
Other requirements	<ul style="list-style-type: none"> • Understanding of the importance of patient confidentiality and the requirement to work in accordance with GDPR regulations • Smart and professional appearance • Ability to travel across sites with use of own vehicle 	

Salary & remuneration

Position	Front Desk Team Lead
Normal Work location	1 of our 3 main sites – Bitterne Park, Ladies Walk or Weston Lane
Remuneration	£25,419 – £27,375 PA
Hours of work	Full Time - 37.5 hours over 5 days per week
Annual Leave	25 days per annum plus bank holidays, pro rata
Pension	NHS pension scheme – 14.38% employer contributions

Key Dates

Closing date for completed applications	Monday 26 th October
Interview	Tuesday 4 th & Wednesday 5 th October

If you have any queries please contact the recruitment team on soccg.livingwell-recruitment@nhs.net