



Salisbury Medical Practice, Fisherton House, Fountain Way, Salisbury, Wiltshire,
SP2 7FD

PATIENT CONTACT MANAGER

Our friendly, forward thinking, and supportive Medical Practice is looking to recruit a Patient Contact Manager to join the team following a staff retirement. The Patient Contact Manager will directly line manage and lead a team of circa 15 Patient Contact Advisor's in a healthcare setting who work across the front desk and call centre.

The Patient Contact Manager will be responsible for day to day management of the Patient Contact Team who work across the front reception desks and in our call centre. The Patient Contact Manager will also be an integral part of the wider team and work closely alongside the Practice Manager, HR team, IT team, Comms and Admin teams. The Practice will be open to supporting applicants who do not already hold a level 5 management qualification in gaining this through an apprenticeship.

The applicant will already have experience in managing/leading a team and working within a healthcare setting – either in primary or secondary care. The applicant must be able to liaise with staff at all levels in an organisation and be able to communicate and articulate effectively with patients. The applicant must be professional and approachable, have a strong work ethic and have the ability to motivate their team in a positive setting.

This is a permanent, full time position (37.5 hours a week) and flexibility is an essential part of the role. The applicant will need to work flexibly towards the job and the working hours to ensure there is cover across the team between the hours of 8am and 6.30pm, Monday to Friday, which may mean covering early or late shifts in times of staff absence.

We offer 5 weeks annual leave, a competitive salary, free onsite parking, modern working facilities and the chance to join or continue on in the NHS Pension Scheme.

Applicants must be eligible to work in the UK and the deadline for receiving applications is Friday 8th March 2024.

Please send completed application forms to alexis.bellis@nhs.net or post them in to our Fisherton House site (address above). If you have any questions or comments, please do not hesitate to contact us by email: alexis.bellis@nhs.net.

We reserve the right to close this advert early if we are able to appoint to the vacancy before the advertised closed date. Previous applicants need not apply.