



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

PATIENT CONTACT ADVISOR/s

- ❖ *Are you caring, resilient and want to help make a real difference to people's lives?*
- ❖ *Do you have excellent communication skills and able to provide outstanding customer service in a call centre and front desk environment?*
- ❖ *Do you have the ability to efficiently handle phone calls and enquiries in a polite, professional and timely manner?*

If you have answered yes to the questions above, then we would love to hear from you! We are looking for a committed and enthusiastic individual or individuals to join our well-established Patient Contact team at our Medical Practice in Salisbury. Our Patient Contact Advisors provide and advise on healthcare information to patients by acting as the first point of contact by phone and/or face to face.

The ideal candidate/s will have had previous customer service experience (ideally in a medical environment, however this is not essential), will have experience working as part of a team and will have the ability to liaise with staff at all levels. Applicants must have a friendly disposition, flexible approach and be adaptable to change. We work in a fast-paced environment; therefore candidates must be fast learners and confident and competent using IT software.

This is a permanent position, and we have part-time hours available across Monday to Friday between the hours of 8am and 6.30pm, with typical shifts being 8am – 1pm, 1pm – 6pm, and 1.30pm - 6.30pm (we are ideally looking to offer Monday afternoon and all day Thursday and Friday). We offer 5 weeks annual leave (pro rata), a competitive salary and the chance to join or continue in the NHS Pension Scheme. Applicants must be eligible to work in the UK and the deadline for receiving applications is Friday 28th August 2026.

Please send completed application forms to samantha.jordan1@nhs.net or post them to our Fisherton House site (address above). If you have any questions or comments, please do not hesitate to contact us by email:
samantha.jordan1@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.