**Job summary**

Muiredge Surgery is recruiting a new Office Manager. This is an exciting opportunity to join our friendly team. The Office Manager will be the team lead for the Reception team.

**Main duties of the job**

The Office Manager will be responsible for the day to day management of the Reception area.

As Team Lead, you will work within the team, ensuring that all duties are performed efficiently and effectively to provide a high level of service and continuous improvement to support our patients and clinical team whilst working collaboratively with the wider team.

The Office Manager will support the Practice Manager in additional organisation and administrative duties as required.

**About us**

Muiredge Surgery is situated in the coastal town of Buckhaven and covers the Wemyss villages as well as the Methil area. We have patient list of just over 9300 patients.

Our friendly team provide personalised, effective and high quality General Practice Services, committed to the health needs of our patients.

**Job description**

**Job responsibilities**

**The Office Manager is responsible for:**

1 This position is Team Lead for the reception team

2 The Office Manager will oversee the service provided to our patients, ensuring the reception team achieve their primary responsibilities in an efficient, professional, friendly manner, whilst being an active team member involved with reception duties on a day to day basis.

3 To support staff with team development, providing guidance, direction and encouragement.

4 To ensure all relevant protocols and policies are regularly reviewed and accurate and that all team members are up to date with their mandatory training.

5 Identify and deliver team training where required.

6 Act as a focal point for communication, advising the reception team on methods of communication and best practice, keeping them up to date with any changes to processes.

7 Completing staff appraisals for the team when due. 1-2-1s for absence management if required. Involvement with the recruitment processes for new staff members.

8 Manage the rotas for the reception team, ensuring sufficient cover is in place for periods of leave, sickness and or other staff absences.

9 Compiling staff rotas and assisting the Practice Manager with clinical rotas as and when required.

10 Supporting the Practice Manager in the compilation of practice reports and practice development/projects as and when requested.

11 Provide initial guidance and advice to patients who may wish to complain.

12 Act as building fire marshall, ensuring evacuation lists are current and that the visitors log is used appropriately

13 Responsible for Reception petty cash and over the counter payments.

**General Responsibilities other**:

a. General housekeeping (e.g. keeping reception and waiting areas tidy)

b. Attend and participate in staff and Practice meetings

c. Any other reasonable duties as necessary