

# Tarbert Dental Surgery

## Dental Receptionist and Practice Management – Information Pack

This is an exciting opportunity to join our healthcare team.

A full or part time position is available with full training in our Practice Management system. There are excellent prospects for further career development.

Tarbert Dental Surgery is a busy practice, providing a mix of NHS and private treatments. We are a committed VDP training practice and full support is given to the training and ongoing CPD of our staff.  
The practice is fully computerised.

### Dental Receptionist - Job Description

Key responsibilities of position:

- Provide administrative support to all staff
- Provide a high level of customer service to all patients and visitors

Other responsibilities:

Reception

- Answer the telephone in a friendly, helpful and courteous manner
- Welcome all patients arriving at the practice
- Observe patient confidentiality at all times
- Ensure that the appointment system is efficient and accurate
- Collect and record patient payments

Administration and finance

- Ensure that patient records are completed correctly before filing them in an efficient, tidy and secure manner
- Complete and return payment forms – NHS and private schemes
- Encourage prompt payment and chase outstanding debts in accordance with the practice policy
- Liaise with dental laboratories, dental supply companies and other organisations as required
- Manage patient recall system

- Compile day sheets
- Keep the office, reception area and waiting room clean and tidy
- Deputise for the practice manager
- Carry out regular stock-takes of the reception consumables and NHS forms and re-order as necessary
- Comply with the practice policies and code of conduct as laid out in the Employee Handbook
- Undergo training when required to update and develop skills and abilities
- Comply with Health and Safety requirements
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Measurement and performance criteria:

- Appointment system operates efficiently and patient waiting times are kept to a minimum
- Patient records are tidy and filed accurately
- Bad debts are kept to a minimum
- Office, reception area and waiting room are always clean and tidy

Relationships:

- With practice manager to ensure practice operates efficiently
- With clinical staff to ensure the appointment system operates efficiently and there is a smooth transfer of patient records
- With patients to ensure a high level of customer service

### Personal Specification

We are looking for

a genuine interest in the welfare of your patients  
 computer literate (experience of MS Office preferred)  
 good practical skills  
 good eyesight  
 a calm, confident and reassuring manner  
 the ability to relate well to people, including children and people with special needs  
 good teamworking skills  
 a positive and flexible approach to work  
 good organisational skills.

## Training

At Tarbert Dental Surgery, all staff are involved in ongoing training and CPD.

We work closely with NES (NHS Education for Scotland) who provide a range of courses. This may involve one day training sessions in Glasgow, together with online and practice based training.

## Other Information

### **Pay**

Dental Receptionists are paid weekly in arrears. The starting pay will be dependent on the level of experience, but will be above the minimum wage.

### **Pension**

Staff are able to join our Stakeholder pension scheme if they wish.

### **Occupational Health**

This is handled by the NHS Occupational Health service and applicants are subject to pre-employment checks.

All necessary vaccinations will be provided.

If you are interested in joining the team, please complete the application form and return it to

Hilary Farrar  
Tarbert Dental Surgery  
Harbour Street  
Tarbert  
Argyll  
PA29 6UB

Tel 01880 820387

You may also fax it to 01880 820201

Or email it to [hilary@tarbertdentalsurgery.co.uk](mailto:hilary@tarbertdentalsurgery.co.uk)

# Tarbert Dental Surgery

*Please type or complete in black ink*

Ref No. DR0809

Closing Date

Post **Dental Receptionist**

## APPLICATION FORM

**Please complete this form in your own handwriting, using black ink.**

### GENERAL INFORMATION

Name

.....

Address

.....

.....

.....

Telephone Numbers:

(Daytime) .....

(Evening) .....

E-mail.....

Do you need a work permit? YES/NO

**EDUCATION HISTORY (SINCE AGE 11)**

Schools/colleges/universities attended	Qualifications gained (subjects and grades)

**OTHER QUALIFICATIONS**

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**COURSES ATTENDED** – Dental and Non-Dental (for example CPR, Practice Management, Dental Receptionist Programme)

**COURSE TITLE**

**MEMBERSHIP OF PROFESSIONAL ORGANISATIONS**

**EMPLOYMENT HISTORY (Most recent first)**

<b>DATES</b>	<b>EMPLOYER'S NAME AND ADDRESS</b>	<b>POST HELD AND MAIN DUTIES</b>	<b>REASON FOR LEAVING</b>

## **FURTHER INFORMATION**

Please use this space to tell us why you are applying for this post and the skills and experience you will bring to it.

Continue on a separate sheet if necessary and then staple it to the form.

**REFERENCES**

Please give the names and addresses of two people we may approach for a reference. One of these referees must be your most recent employer:

Name:

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Name:

.....

Address:

.....

.....

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Address:

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.....

.....

Tel:

.....

Tel:

.....

Position: .....

Position: .....

I am willing/I am not willing for my referee to be contacted prior to the interview.

I am willing/I am not willing for my referee to be contacted prior to the interview.

**PLEASE RETURN THIS FORM TO:**

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Closing date: