**Job summary**

An exciting opportunity has arisen for a **Patient Services Manager** to join our friendly and supportive practice.

This is a fantastic opportunity for someone with a proven track record of leading a team to take the next step in their career and would also suit someone looking for a change of role or a role where they can work as part of a cohesive and forward-thinking team.

You will be joining a management team and a wider practice team (including 4 Partner GPs) who all value collaborative working, support each other to provide high quality patient care & encourage getting the right work-life balance.

The ideal candidate will relish the challenge of working in general practice, communicating effectively with patients and colleagues, working within a caring, forward-thinking organisation. We are looking for a confident, caring, resilient individual with excellent communication skills. It is essential that the new manager can ensure that the practice continues to run smoothly.

If you have experience of line managing a team and the drive, motivation, and commitment to fulfil the needs of our patients, we want to hear from you. In exchange we offer an attractive employment package, NHS pension and opportunity for career development.

**Main duties of the job**

Working closely with The Practice Development Manager and Operations Manager you will line manage the reception and admin teams in the practice to ensure our patients receive a first-class service at all times. Key to this will be ensuring a comprehensive and supportive training package for new and existing staff to build upon their skills and develop the practice teams.

The Patient Services Managers primary focus will be the smooth operation of clinics, patient access and contacts and all administrative services related to delivering an excellent service to our patients. You will oversee the entire patient pathway from first contact with the reception team to administrative services and coding and recall. Excellent organisational and problem-solving skills are essential.

Please read the job description and person specification in full when applying. Informal enquiries and visits are welcome.

**About us**

Modbury Health Centre is situated in the middle of Modbury and the Health Centre area covers up to Ivybridge down to Bigbury Bay and just past Yealmpton. We are 8 miles from Kingsbridge. 5 miles from Ivybridge, 13 miles from Plymouth.

As a member of our team, you bring in integrity, kindness, and teamwork, as well as your skills to support our patients and team. We are an organisation of about 30 people working in Modbury. We provide a range of healthcare to our community totalling 5100 patients. We are lucky to have a team of 7 dedicated, friendly doctors, working at the heart of our practice.

We form part of the South Hams Primary Care Network and work with Dartmouth/Chillington/Salcombe/ Kingsbridge, and you will also liaise and build relationships with colleagues in theses neighbouring surgeries and the wider community.

We are a small but supportive, friendly, and hardworking team who care about the people in the community we serve. We know the work can be challenging, supporting people when they may need it the most, so we endeavour to support and help each other. We all find serving the community and getting to know individuals, caring, and making a difference to their health and life is very rewarding.

Working at our health centre is a great life experience, an opportunity to learn about medicine, health and wellbeing in the broadest possible sense. The Modbury Health Centre Team members have a sense of accomplishment for doing valuable work here.

We value that all colleagues bring something different to the workplace and so it makes sense that we all need something different from the workplace - We have intentionally built a team and culture that supports everybody with their goals – with opportunities to develop, progress and achieve stability in the proportions that work best for you.

**Development Opportunities**

Training and Development are the norm within the MHC Team. There is an opportunity to learn a great deal about healthcare and the range of duties that ultimately serve the healthcare needs of our patients.

**Wellbeing**

As a team we recognise that caring, wellbeing and health start at home. You will be joining a supportive team that values these highly in how we are at work. We are committed to supporting colleagues to sustain a healthy life-work balance, and whilst running a Health Centre does mean being here, particularly at key times, we embrace an ethos of flexible working wherever we can that supports both the organisation and you.

**Benefits**

Naturally, we think the main benefit of working here is being part of our friendly, caring, and professional team, the rewarding nature of our work and the opportunities to learn which come every day. More broadly we offer a competitive range of benefits, including access to an NHS pension and a salary equivalent to AFC Band 4.