



Phoenix Health Group

Patient Care Adviser

Salary: £12.48 per hour - Incremental pay increases over 2 years

Contract: Permanent

Hours: Part-time hours available

Overtime available to cover colleagues' Annual Leave

Details of the working hours may be obtained upon request and will also be discussed at interview.

Location: Phoenix Health Group Cirencester and South Cerney

An exciting opportunity has arisen at our established and busy Cirencester Practice for a Patient Care Adviser to join our team at the Phoenix Health Group. Innovative and progressive with surgeries across Cirencester, Tetbury, South Cerney and Kemble we focus on providing excellent personal care and a holistic approach to medical practice.

The Patient Care Team provides:

- A professional, positive and friendly image to patients and other visitors, either in person or via the telephone, and offers general assistance to the wider Practice team.
- Administrative support, making an important contribution to the overall work of the Practice.

You will need:

- Excellent communication skills, written and oral with the ability to communicate confidently.
- Competent user of Microsoft Office software
- Experience of dealing with the public/patients
- Experience of working in a public environment
- Flexible to meet the demands of the post and the ability to adapt to a changing environment.

Please see the Job Description and Person Specification for further details.

Benefits include: NHS Pension Scheme, Cycle to Work scheme, regular team meetings and biannual team morale building days & other social events.

Closing date: Tuesday 15th July 2025. May close early on successful appointment.

To be included in the Selection Process, an Application Form must be completed. An application form may be downloaded from our website at: www.phoenixhealthgroup.co.uk/surgery-information/vacancies/

Please apply by sending your completed Application Form to:

Wendy Amaral, HR & Compliance Lead, Phoenix Health Group, 9 Chesterton Lane, Cirencester, Glos GL7 1XG. Email : wendy.amaral@nhs.net