

**COOKSTOWN GP PRACTICE
C.I.C COMMUNITY INTEREST
COMPANY**



**APPLICANT INFORMATION
PACK**

**Receptionist
Maternity Cover**

JOB REF: REC/2026/13



Practice Receptionist Vacancy

The following Vacancy is available within Cookstown GP CIC as below.

Location		
Cookstown Family Practice, 18 Loy Street, Loy Buildings, Cookstown, BT80 8PE		
Posts	Hours	Anticipated Duration
1	24 hrs per week	12 months Maternity Cover

JOB DESCRIPTION

JOB TITLE:	Receptionist
REPORTS TO:	Practice Manager/Senior Receptionist
LOCATION:	Cookstown GP CIC, 18 Loy Street, Loy Buildings, Cookstown, BT80 8PE
SALARY:	£13.03 per hour
HOURS:	24 hours per week

PURPOSE OF ROLE

To provide an effective administrative service to the Doctors and Practice Manager and provide a courteous and efficient customer service to patients.

MAIN DUTIES OF POST

- Operate the practice computer system with responsibility for accurately updating and maintaining patient records.
- Manage patient telephone requests in an effective and efficient manner.
- Operate the patient appointments system to ensure efficient running of clinics including dealing with patients who need to be seen urgently.
- Deal with requests for acute and repeat prescriptions and ensure they are ready for collection within the timescale set by the practice.
- Liaise with external organisations, i.e. Hospitals, Health Trusts and the Northern Ireland Ambulance Service, to include passing on and receiving messages in line with practice procedures.
- Deal with general patient enquiries, directing and guiding patients as appropriate.
- Provide administrative support, e.g. opening and scanning incoming mail, processing outgoing mail etc.
- Provide cover for other posts as and when required and directed to do so.
- Perform the task of opening and closing the Surgery Premises and preparation required in consulting rooms prior to and after surgeries.

This job description is subject to review in the light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the post holder works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time.

We are an Equal Opportunities Employer

Personnel Specification

A shortlist of candidates for interview will be prepared based on the information contained in the application form. It is therefore essential that all applicants demonstrate through their application how and to what extent their experience and qualities are relevant to this post and the extent to which they satisfy each criterion specified.

ESSENTIAL CRITERIA

Essential qualifications and experience (To be tested at shortlisting from application form)

1. 4 GCSEs (Grades A-C) including English Language or equivalent or higher educational standard
2. Good computer skills and a working knowledge of computer packages e.g. Word Processing/Text Processing, preferably experience of windows-based software.
3. A minimum of one year's experience working in an administrative or customer service role.

Essential competencies (To be tested at interview)

1. Highly developed communication skills requiring sensitivity, empathy and reassurance.
2. Proven ability to work independently.
3. Ability to adhere to policies, procedures and practice protocols working within codes of practice and guidelines.
4. Ability to ensure and maintain patient confidentiality at all times.
5. Flexible approach to work
6. Must be willing to work between both Cookstown sites in Holywood & Bangor.

Additional desirable criteria (To be tested at shortlisting from application form)

1. Experience of working in General Practice

Applicants please note:

Whilst elements of the essential criteria of the Personnel Specification will form the basis for shortlisting, these may become more stringent by introduction of desirable criteria (if stated).

The appointment is subject to proof of the attainment of any qualifications deemed essential to the post and used as a basis for shortlisting. Failure to provide evidence of the required qualifications prior to taking up the post will result in the offer of employment being withdrawn.

Appointments may be subject to assessment by the Occupational Health Service.

Guidance Notes for completing / submitting your application form

All sections of the online application form must be completed in full. Please note shortlisting will be carried out on the basis of the criteria set out in the Personnel Specification, using solely the information you provide on your application. Therefore, you must ensure that your application clearly indicates how you meet the criteria stated in the Personnel Specification, as failure to do so may result in you not being shortlisted.

For example, be specific about dates of employment; qualification subjects and levels (including any sub-parts); and number, expiry date and nature of professional registration (including part/branch of the register as appropriate).

Repeat information (if applicable) across questions – do not presume that if you have mentioned something in one question it crosses across all questions. Each criterion is marked separately.

Please note that essential and where relevant, desirable criteria may be used at shortlisting. Applicants should therefore make it clear on their application form whether or not they meet the desirable criteria, as per the Personnel Specification. Failure to do so may result in you not being shortlisted.

How to Apply

Return of application forms

Please complete the application form provided with this pack and return to recruitment@easternfsu.co.uk

Application forms must be submitted by the stated closing date and time.

Late Applications

Cookstown GP CIC is not responsible for any technical difficulties that may arise and is not obliged to accept a late application in these circumstances.

Please note: It is your responsibility to check that your application has been submitted successfully.

Additional information may not be included on your application after the closing date/time.

Recruitment Process

Process	Dates
Open applications	Friday 24th April 2026
Close applications	Friday 8 th May 2026 12 noon
Anticipated Interviews	To Be Confirmed

Data Processing

Please note Cookstown GP CIC use the HR services of the Eastern Federation Support Unit to administer the recruitment process. Please see the Eastern Federation Support Unit privacy statement for further information on the processing of recruitment data.

Pre-employment checks

The following pre-employment checks will be carried out prior to appointing someone to a post:

References

All appointments are subject to two satisfactory references being received. One of your references must have knowledge of your present work/or most recent employment & be in a supervisory/managerial capacity. References will be requested only after a job offer has been made.

Professional Registration/Qualification Checks/Verification of Identity

The Human Resources Team will carry out checks to confirm professional registration and any qualifications which are listed as essential in the Personnel Specification. Proof of qualifications and/or professional registration will be required if an offer of employment is made. If successful, appointees will be required to produce documentary evidence that they are legally entitled to live and work in the UK e.g. Passport/travel document.

Candidates with a Disability

Cookstown GP CIC is committed to ensuring that applicants with a disability have equality of opportunity and are considered solely on their merits. Therefore, if you require any assistance/reasonable adjustments during the recruitment process, please give details on your application form in the relevant section. If you would like to speak to someone about reasonable adjustments, please contact Angela Emmett at angela.emmett@easternfsu.co.uk

Criminal Records Checks

As part of the Recruitment and Selection process it will be necessary to carry out an Enhanced Disclosure Check through Access NI before any appointment to this post can be confirmed.

The above checks must be completed before an appointee commences employment.

A criminal record will not necessarily be a bar to obtaining a position.

Eastern FSU has a policy on the recruitment of ex-offenders. A copy of the policy is available to all applicants on request'.

Eastern FSU adheres to the AccessNI Code of Practice, please see <https://www.nidirect.gov.uk/publications/accessnicode-practice>

As per the AccessNI Code of Practice the GP CIC has a policy on the Secure Handling, Use, Storage and Retention of Disclosure information. Please email recruitment@easternfsu.co.uk to request a copy.