



BERRYCROFT

Community Health Centre

"Empowering our community to achieve greater health and wellbeing"

Patient Experience Manager

Are you a compassionate leader with a talent for bringing out the best in people?

We're looking for a proactive, resilient and people-focused Patient Experience Manager to lead our front-line Patient Services team of under 15 staff. You'll have the opportunity to be fully supported with coaching, mentorship and development opportunities.

The Role

The Patient Experience Manager is responsible for the day-to-day line management of the Patient Services Team, ensuring the delivery of compassionate, professional and efficient service in a complex and high demand environment.

This role focuses on team motivation, behavioural standards and resilience building, ensuring all tasks are completed to a high standard while staff are inducted, trained, supported and developed

Key Responsibilities

- Lead and manage the team by building a high-performing, accountable and empathetic team that consistently delivers patient-centred service
- Role model organisational values, addressing conduct, professionalism and challenging behaviour with confidence and fairness
- Recruit, train, and develop staff. To oversee recruitment, induction and ongoing training. Support staff through regular coaching, development planning and pastoral care, fostering resilience in a fast-paced and emotionally demanding environment
- Oversee daily operations; manage day-to-day workflows, administrative tasks, rota planning, inbox/task oversight, absence, performance and ER issues. Ensure safe, efficient, and high-quality patient pathways across all touchpoints
- Handle complex patient interactions – Deal confidently and compassionately with complaints, queries, and sensitive situations, including those involving anti-social or distressing behaviour
- Audit call handling, admin workflows and task completion against quality KPIs. Use data and digital tools to identify service gaps, then drive improvement through coaching, feedback and solution-focused action
- Work closely with management and business leads to resolve operational issues and escalate concerns appropriately. Provide emergency operational cover and deputise for senior leadership as required

Skills

- Excellent communication skills (written, oral and presenting)
- Confident with multiple forms of technology
- High attention to detail
- Ability to always maintain high confidentiality
- Ability to prioritise and work to tight deadlines in a fast-paced environment
- Customer care skills
- Adaptable to changing priorities and targets
- Ability to listen and ask questions

Personal Qualities

- Excellent interpersonal skills
- Positive mindset
- Supportive of other team members
- Professional and accountable
- Able to learn and open to feedback

Registered office address: 2 Nimrod Street, Aylesbury, HP18 1BB - Company number 04675603

Directors: Dr P. Clayton – Dr T. Gillman – Dr E. Montague – Dr J. Patel – Dr T. Patel – M.Barrett



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- Motivated and proactive
- Shows care and compassion
- Confident, assertive and resilient
- Flexible and cooperative
- Ability to work under pressure
- Able to deal with change

Qualifications

Essential

- GCSE Grades 4–9 (or equivalent) in Maths and English
- Strong communication skills (written, verbal, presenting)
- Confident with multiple forms of technology
- Excellent IT skills and digital adaptability
- Customer support experience
- Experience in a busy call-handling environment
- Background in administration
- First-line people management experience

Desirable

- NVQ Level 3 (or equivalent) in Team Leadership
- NHS / primary care general practice experience
- Experience of coordinating staff rotas
- Experience using healthcare systems such as EMIS or Docman

Hours

37.5 per week – Full time

Salary

£32,889.13 per year

£16.82 hourly rate

Benefits:

- Cycle to work scheme
- Employee discount
- Free parking
- On-site parking

Please contact Katherine Parkes for more information: Katherine.parkes2@nhs.net