

# Job Description

Job Title:	Receptionist/Administrator
Reports to (job title):	Business Support Team Leader
Line Manager to:	N/A

## Job purpose

The post will be part of a wider business support function and has a key role in providing support to first point of contact to Service Users, visitors while providing support to a range of frontline clinicians and managers of the Childrens' Services based at Derby Court. The role also incorporates providing administrative and organisational support to a range of colleagues within different Service Units.

## Base

White Horse Business Park / Derby Court/ Epsom Square/ Trowbridge/ BA14 0XG

## This post is responsible for

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role: -

Maintain effective working relationships with colleagues within the organisation. In particular, work with managers and senior practitioners to ensure that statutory and other timescales for tasks are achieved.

Advise managers and practitioners at all levels within the service area on queries and issues relating to IT systems, processes and procedures.

Attend and actively contribute to a range of meetings to represent the Business Support function as required.

Maintain effective communication with line manager to ensure that tasks are prioritised and resourced effectively.

Ensure that high standards of customer service are provided by communicating effectively and appropriately with service users, colleagues, managers and a range of professionals from within and outside of the organisation.

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Excellent communication skills which may encounter challenging visitors or anxious families.

Responding and completing daily electronic tasks. Monitoring, sorting and processing incoming/outgoing mail. Use of Franking Machine.

Booking and managing room bookings for clinicians.

## Key responsibilities

- Preparation for daily Clinics and Meetings
- Arrival of Patients
- Arrival of staff
- Deliveries
- Incoming/outgoing Mail
- Use of Hybrid I Mail
- Checking email task boxes
- Checking/applying Room Bookings
- Completing Distribution via S1
- Maintaining secure IG in Reception area
- Weekly Spreadsheet to Professional Leads

## Proposed job plan

### Preparation for Clinics

- Print off the Clinic Room Bookings in readiness for anticipated family arrivals.
- Check status of Clinic Room Bookings
- Check all Clinic Rooms are sufficiently supplied

### Arrival of Patients and Staff

- Greet Service Users/Visitors/Staff and ensure correct parking accessed and issue Permits where necessary.
- Greet staff and advise they sign in attendance register in the Hub.

### Deliveries:

- Take delivery of all Items arriving into HCRG, ensuring Delivery Notes relate to HCRG.

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## Incoming mail

- Process delivery of Royal Mail post and parcels appropriately.

## Outgoing mail

- Process outgoing mail via Franking Machine

## Checking daily emails

- Check general emails throughout day and action as necessary.

## Room Bookings

- Complete on daily basis as requested by Clinicians

## Providing support to admin within Business Support

- Distribution
- Scanning
- Printing
- Provide weekly update of Clinic Room availability
- Working with Systm1 Database adding and accessing client records.

## General

- Advising general Hub when sandwich van attends site
- Ensuring waiting area remains clear and tidy
- The postholder is required to use his or her personal judgement to escalate or refer issues to colleagues/managers within the guidelines provided by their line manager.
- Deal effectively with routine situations without further escalation (within the guidelines provided).
- Attend statutory and mandatory training as required.
- Maintain a high standard of personal development.
- Participate and contribute to supervision sessions with line manager.
- Attend and contribute to team meetings.
- Support new and existing colleagues as directed by line manager.

- Contribute to the induction and training of new staff as directed by line manager.

## Outline of Provisional Job Schedule:

### Daily prioritisation of tasks and processes within the Reception area / Business Support Team

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> <li>• Inspire</li> <li>• Understand</li> <li>• Communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Challenge</li> <li>• Improve</li> <li>• Learn</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability</li> <li>• Involve</li> <li>• Resilience</li> </ul>

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in

accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding

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high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## **Risk Management/Health & Safety**

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## **Safeguarding Children and Vulnerable Adults Responsibility**

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## **Policies and Procedures**

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

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## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

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## Personal Specification

### Essential

- Excellent communication and personal skills
- Confident use of IT systems
- Able to contribute to the changing demands of the service
- Discretion

### Desirable

- Sound knowledge of a wide range of office procedures and administration experience

Employee signature

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Manager signature

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