BENENDEN HOSPITAL TRUST JOB DESCRIPTION

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| **Job Title and Band:** Band 2 Receptionist | |
| **Job Holder:** | **Date:** |

# Key Responsibilities

* Assist patients, carers and other visitors at the hospital by covering switchboard queries, meeting and greeting on arrival, supporting any enquiries and giving directions when required
* Undertake delegated administrative tasks within the hospital
* Ensure reception areas are effectively maintained and well stocked
* Work flexibly within the department, according to competency and skills

# Where does role fit in organisation?

Reports to the Receptionist Team Leader

Member of the reception team within Patient Administration Service department with strong links to other Patient Administration Service functions, porters and drivers

# Boundaries of role

* The postholder will follow standard operating policies and procedures of work however they are expected to use their initiative and make decisions regarding prioritising their own workload to deliver the role effectively.
* Undertake a wide range of routine work procedures which may require the use of initiative such as processing telephones calls and assisting with queries where possible, receiving patients and visitors and dealing with any enquiries, taking accurate payment transactions for the reception shop, issuing and monitoring the security of bleeps, undertaking general office duties, entering confidential information correctly on the IT systems, provide an out of hours service when required
* Responsible for the safety and security of the hospital’s reception area whilst on duty. This includes physical security of the building and its contents (i.e. via security cameras etc) and in the event of an emergency i.e. fire. In the event of an emergency, be responsible for following safety protocol for contacting hospital emergency teams and emergency services such as the fire brigade and ambulance service
* Other routine duties will include maintaining and rotating stock levels of equipment and consumables, clearing away used items, arranging for spillages to be cleared away immediately, and all waste to be disposed of in accordance with local Policy. Demonstrate compliance with the hospital’s policies for maintaining a safe environment, i.e. Infection Control, Hand Washing
* Communicate with guests verbally and in writing as and when required, using tact, discretion and maintaining confidentiality at all times
* Communicate with other staff members and stakeholders (i.e. potential guests, third party contractors), verbally and in writing as and when required, concerning mainly routine information. This includes reporting to the Patient Administration Service Manager in charge in a timely manner, any untoward events/potential problems which may affect the functioning of the department
* There will be a frequent requirement for sitting or standing in a restricted position for a signification proportion of working time.
* The role is likely to have predictable work patterns though with frequent interruptions.
* The postholder will perform other duties appropriate to the post as may be required from time to time by the Reception Team Leader.

**SPECIFIC ROLE REQUIREMENTS**

The postholder may be required to work shifts, nights, weekends and bank holidays.

# Proven Knowledge, Training and Experience

* Educated to GCSE level or equivalent experience
* Significant previous experience of working in a front-of-house role
* Demonstrable experience of good customer care skills
* Excellent IT skills
* Proven ability to undertake multiple tasks under pressure

**Skills & Competencies**

* + Effective verbal communication using tact and diplomacy
  + Excellent written skills
  + IT Literate
  + Strong prioritisation skills
  + Strong customer-centred approach

**Personal Attributes**

# Methodical in approach and pays attention to detail

* Organised
* Flexible and adaptable

**Measuring Performance**

The postholder is expected to be familiar with, and work in line with, the hospital’s Values.

Performance will be measured against the specific objectives and targets and “Values-led” behaviours as identified and agreed within the Performance & Development Review (PDR) process.

**STANDARD ROLE REQUIREMENTS**

**Mandatory Training Requirements**

The postholder is required to attend an annual mandatory training day, to include a regular update on fire safety, infection control, manual handling, information security, risk awareness and, where necessary, life support.

**Health & Safety**

The postholder will be required to observe the hospital's safety policies, made under the Health & Safety at Work Act 1974. He/she will take due care at work and report any accidents or untoward occurrences and co-operate with the hospital in relation to Health & Safety issues.

The hospital operates a "No Smoking" Policy.

benenden hospital and its Management Board are committed to having a safe and clean hospital and preventing infection wherever possible. The postholder has a personal obligation to act to reduce ‘healthcare-associated infections’ (HCAIs). They must attend mandatory training in Infection Control and be compliant with all measures required by the hospital’s Infection Control Policies and support initiatives to meet the Hygiene Code. This includes particularly those that apply to their duties, such as Hand Decontamination Policy, Personal Protective Equipment, safe procedures for using aseptic techniques and safe disposal of sharps. The postholder will report any known infections to the Governance Team and any incidents through the hospital’s Incident Reporting Policy.

**Confidentiality**

The postholder will be exposed to sensitive personal data as part of their role and must at all times ensure that all data is kept confidential and that it is only made available to those people who are authorised to access it.   There are hospital policies relating to information security, confidentiality and data protection which define responsibilities.  It is the postholder’s responsibility to ensure that they read all appropriate policies and are aware of their responsibilities.  Any data breach will be subject to the disciplinary process which may result in dismissal.

**Safeguarding Vulnerable Groups**

Employees who come in to contact with vulnerable adults or children and their parents during the course of their normal duties will be aware of their responsibility to safeguard and promote the welfare of children, young adults and vulnerable adults.

**Equality and Diversity**

It is the responsibility of every staff member to understand the hospital’s equality and diversity commitments and statutory obligations under the current equality legislation including the Equality Act 2010. The postholder will value people as individuals and treat everyone with dignity and respect, in line with the hospital’s Values. The postholder will be familiar with the Equality and Diversity Policy, and will report behaviour that undermines equality within the hospital.

**Legislation**

The postholder will be required to observe current legislation including for example Data Protection Act, Human Rights Act, Friendly Societies’ Act, Equal Opportunities, Freedom of Information Act, Bribery Act etc.

**Fraud**

The hospital requires honesty and integrity from staff and Officers. Hospital staff are expected to abide by the benenden society's Fraud Policy, as stated in Section 20 of the Standing Financial Instructions. This Policy clearly states the Society's position regarding fraud, theft and corruption. Furthermore the Society's Whistleblowing Policy sets out guidance regarding the reporting of suspected malpractice.

**Business Risk Awareness**

The post-holder will be required to identify and assess risks to the achievement of individual, departmental and organisational business objectives. He/she will report, control and monitor these risks at a level appropriate to the role.

**Acceptance**

I hereby understand, acknowledge and accept the content of this job description I also understand that this document forms part of the terms and conditions of my employment with the hospital.

**Job Holder: Date:**

**Manager: Date:**