

Job Title

Receptionist

Job Description

As a Receptionist, you will be responsible to use your customer service and admin skills to welcome people to the organization, answer calls, book patient's in appointment and carry out all other duties that entail with the job.

Duties of the job include:

- Booking service users in for appointments;
- Entering service users' details onto computer systems;
- Directing service users where to go within the department;
- Answering phones, sometimes directing calls to other staff through the switchboard or phone system;
- Booking appointments by phone;
- Answering queries from service users and other staff;
- Filing;
- Chasing up reports;
- Photocopying;
- Inputting data;
- Ordering stationery;
- Word processing.

Key Skills:

- Excellent customer service skills;
- Organisation skills;
- Good communication skills;
- IT skills;
- Being friendly and welcoming;
- Being patient and understanding;
- Follow instructions and procedures;
- Work accurately and methodically;
- Work in a team but use their own initiative;
- Work with all types of people;
- Deal with people who may be angry or upset;
- Being confident using the phone.

GENERAL RESPONSIBILITIES: POLICIES AND PROCEDURES

The post-holder is required to familiarise themselves with all policies and procedures and to comply with these at all times. Failure to comply with any of these policies may result in disciplinary action up to and including dismissal. These have been agreed with staff and Staff Side and are as follows:

- Treat others as you would like to be treated;

- Listen to and support others and make time to do so;
- Seek, acknowledge and value others' experience and contribution;
- Acknowledge others' beliefs;
- Be courteous and considerate to all;
- Treat others fairly and equally;
- Be honest and trustworthy and act with integrity;
- Encourage others to treat all staff with respect;
- Challenge the behaviour of staff who do not show respect to other;

CONFIDENTIALITY & DATA PROTECTION

The post-holder must maintain the confidentiality of information about clients, staff and other health service business and meet the requirements of the Data Protection Act (1998) at all times. The post-holder must comply with all company Information and Data Protection policies at all times.

HEALTH AND SAFETY

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and any subsequent relevant legislation and must follow these in full at all times including ensuring that they act in line with all agreed procedures at all times in order to maintain a safe environment for clients, visitors and staff. Failure to comply with these policies may result in disciplinary action up to and including dismissal.

MANAGING STRESS

The company has an agreed policy & procedure which links with a range of services and arrangements for staff to manage stress. All staff are required to familiarise themselves with the policy and services to best manage their own and their colleagues' stress.

HEALTHCARE ASSOCIATED INFECTIONS (HCAIs)

All staff has a responsibility to act and follow all instructions to protect clients, staff and others from HCAIs. All staff are required to follow the Hygiene Code and all company policies and procedures related to it and the Health Act 2006. Failure to comply with any of these may result in disciplinary action up to and including dismissal.

EQUALITY & DIVERSITY

The company has adopted a Managing Staff Diversity Strategy & Policy covering all of its staff and it is the responsibility of all staff to comply with these requirements at all times. The key responsibilities for staff under this Strategy and Policy are set out in the Code of Conduct for Employees. Failure to comply with these policies may result in disciplinary action up to and including dismissal.

FLEXIBILITY

This job description is intended to provide a broad outline of the main responsibilities only. The post-holder is required to be flexible in developing their role in agreement with their designated manager. In addition, they may be required by their manager to carry out any other duty commensurate with their banding and expertise.

EXPERIENCE REQUIREMENT

Minimum 2 years of experience in a healthcare role as a Receptionist.

DESIRABLE QUALIFICATION:

- GCSE's or equivalent.