

GENERIC JOB DESCRIPTION BAND 3

Job Title: See role specification

Band: Band 3

Responsible to: Manager

Accountable to: Head of Service

1. Job Purpose

- To deliver an effective and competent level of receptionist and/or clerical support and consistently deliver a “client-focused” service which promotes good customer service and effective working relationships.
- The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their line manager.
- The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Organisation.

2. Main Duties and Responsibilities

- Act as receptionist/first point of contact for the department, dealing with routine and specialist enquiries in a pleasant and helpful manner, communicating relevant information to stakeholders, referring to others as appropriate.
- Answer telephone calls, taking messages and passing on accurately to the relevant departments/person.
- Ensure that general office supply levels are maintained.
- Responsible for sorting of all incoming post and ensure distribution to the relevant departments, and to ensure that all out going post is documented. To send post recorded delivery when requested.
- Promote the image of the department, checking that notices and leaflets are up to date and well presented.
- Ensure that all complaints, comments and suggestions are dealt with appropriately, in accordance with policy, resolving where possible and escalating to line manager when appropriate.

- Photocopying and word processing documents, letters, emails, minutes and reports when required. Post holder must have a standard level of keyboard skills and able to use Microsoft Office programmes.
- Able to work on own initiative and unsupervised, within defined policies and procedures to set timescales.
- Have a flexible/adaptable approach to their work in order to meet various deadlines.
- Responsible for organising meetings for the department and planning any administrative work as required.
- Demonstrate office systems and department requirements to new starters.
- Inputting into, monitoring and printing reports from computerised systems.
- Undertake Research and Development as directed.
- To carry out other appropriate delegated duties as required

Person Specification

Generic Band 3

Supporting Evidence

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Factors	Description	Essential	Desirable	Assessment
Knowledge, Training and Experience	Educated to NVQ 3 level in a relevant subject or equivalent level of qualification or significant equivalent previous proven experience.	√		A/C
	Demonstrable experience of working in an administrative environment and working with computerised data systems	√		A/I
	Experience of working in a health care environment		√	A/I
	Awareness of a range of Health Services provisions		√	A/I
	Working knowledge of Microsoft Office including Word and Excel	√		A/I
	Knowledge of NHS issues		√	A/I
	Understanding of Data Protection legislation		√	A/I
Communication Skills	Clear communicator with good writing, data entry and telephone skills	√		A/I
	Ability to work effectively as part of a team	√		A/I
	Problem solving skills	√		A/I
Autonomy	Able to work on own initiative, organising and prioritising own workload to set deadlines	√		A/I
Equality and Diversity	Understand of and commitment to equality of opportunity and good working relationships	√		A/I

Other	An ability to maintain confidentiality and trust	√		A/I
	Good time keeping	√		A/I
	Flexible approach to work	√		A/I
*Assessment will take place with reference to the following information A=Application form I=Interview T=Test C=Certificate				