

JOB DESCRIPTION

Job Title: Receptionist

Band: Band 2

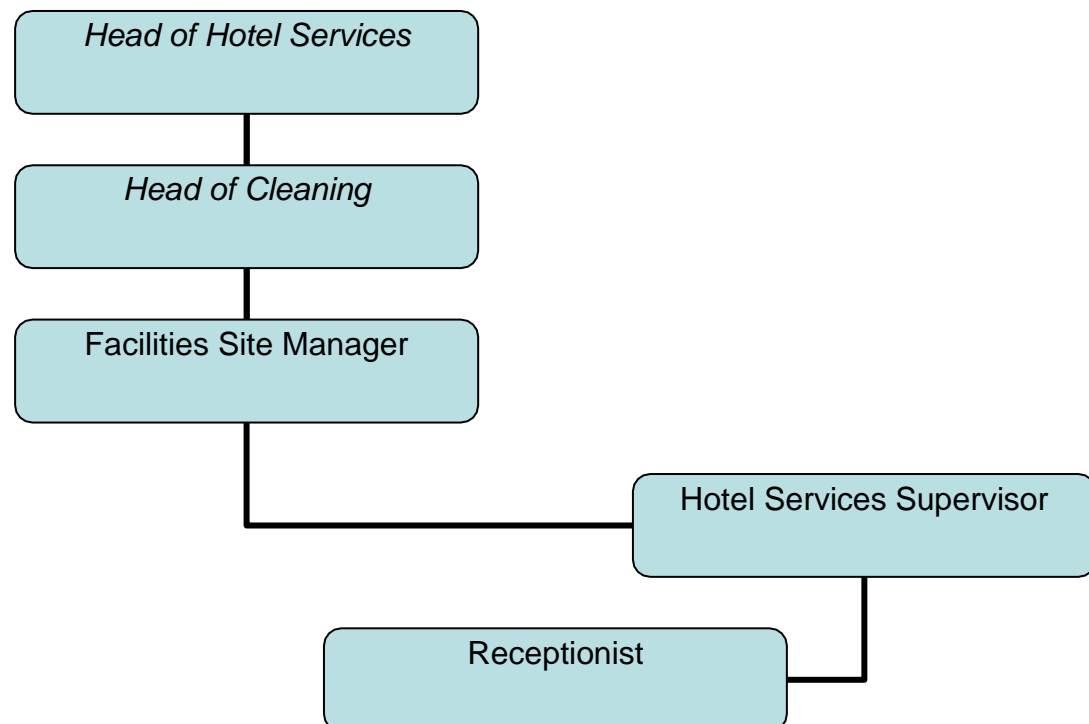
Directorate/Division: Estates & Facilities Management

Ward/Department/Unit: Hotel Services

Accountable to: Head of Cleaning

Responsible to: Facilities Site Manager

Organisation Chart



1.0 Job Summary

The post holder is part of a team providing a comprehensive and efficient reception service for all patients, visitors and staff to the service.

To provide cross cover support as required.

To interact compassionately with service users and carers at all times.

Service users have a range of mental health conditions and/or learning disabilities.

To promote at all times a positive image of the Service and the wider Trust.

2.0 Main Duties and Responsibilities

2.1 *Patient/client care*

The post holder is responsible for ensuring a friendly and welcoming environment.

Be required to greet service users, families and carers arriving at reception and direct to appropriate waiting areas or a member of staff.

Acts at all times in the best interest of patients and clients, recognising the potential vulnerability of all service users and acting in accordance with Trust procedures for Safeguarding Adults and Children.

2.2 *Administrative duties*

The post holder is required to answer telephones, forward calls and take messages when necessary, including calls from patients accessing crisis services

May be required to arrange and book patient or staff transport.

Ensure that incoming and outgoing post is dealt with in a timely and appropriate manner, i.e. distribution, franking.

The post holder will store blood/bodily samples ready for collection in a timely manner.

Maintain appropriate stock and stationery levels and arrange top-up as necessary, utilising Trust's electronic requisition and ordering system including receipting of goods.

In conjunction with colleagues, maintain and update room booking systems, staff and visitor's logs for the site.

Assist in the provision and issuing of new identification/swipe cards/keys/alarms/fobs as appropriate and in line with established procedures.

Carries out key and alarm checks at designated times during the day.

Ensure that all information for general, staff and clinical notice-boards are displayed clearly and leaflet racks appropriately updated on a regular basis.

To support the hotel Services team may be required to undertake general office duties as required including typing general correspondence, photocopying, ordering, receipting etc.

The post holder will be required to maintain up-to-date and effective filing systems including locally generated contact lists.

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2.3 *Analysis and judgement skills*

The post holder makes judgements when taking incoming telephone calls and referring to appropriate service.

2.4 *Responsibility for information*

In conjunction with colleagues, maintain visitors' logs and staff registers issuing identification badges/keys/alarms/fobs as appropriate and adhering to correct procedures.

Records personally generated information (eg timesheets).

The post holder is responsible for maintaining an up-to-date room booking system.

Creates, processes, stores and transmits information as needed to perform the duties of the role. Information may be electronic or paper-based.

2.5 *Policy Development*

The post holder follows policies and guidelines in relation to own work.

May provide comments or feedback which may contribute to policy development.

2.6 *Service Development Responsibilities/Project management*

The post holder may be asked to contribute to service development initiatives as part of a team

2.7 *Responsibility for financial resources*

The post holder is required to carry out the following:

- Ordering of supplies using scanner, e-mail or the Cardea computerised system

- Receipting of supplies using Cardea computerised system
- Match invoices to delivery notes and orders, highlighting and dealing with discrepancies as necessary

2.8 *Responsibility for physical resources/estates/delivery of hotel services*

Has a personal responsibility of care to ensure all equipment is used safely and effectively, reporting any general maintenance requirements to the estates and IT department in line with the Trust procedures.

2.9 *People management, training and development*

The post holder is responsible for ensuring their mandatory training is up to date at all times.

The post holder may demonstrate own tasks to new starters.

2.10 *Involvement in formal research activity*

The post holder is required to participate in work related audits or surveys.

3.0 Freedom to Act

The post holder is required to work unsupervised.

The post holder is required to work on own initiative within standard operating procedures, where advice is normally available if needed.

4.0 Communication

The post holder will communicate with patients, carers, visitors and staff whilst on duty.

The post holder will communicate with work colleagues and supervisors on day to day activities.

The post holder will communicate with delivery companies when accepting goods.

The post holder will deal with enquiries in person or on the telephone including service users, visitors and staff.

Specific skills

The post holder will use diplomacy when speaking to patients, visitors and colleagues.

5.0 General

To maintain confidentiality of information at all times in line with the requirements of the Data Protection Act.

To be conversant and comply with the Trust's Health and Safety Policy and report as necessary any untoward incident or hazardous event.

To be aware of and adhere to all Trust Policies and Procedures.

To maintain and adhere to the necessary professional registration body where applicable.

To participate in annual appraisal, training and personal development relevant to the role. To be responsible for personal development agreed with the line manager through the Personal Development Scheme and in line with the requirements of the Knowledge and Skills Framework

6.0 Other requirements

The post holder may be required to undertake other duties commensurate with the role and/or band as required by business need, not specified in the job description

The post holder may be required to work in locations other than those specified in the job description as required by business need

There may be a requirement to change the job description in light of developing service needs

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> ITQ Level 2 or equivalent qualification NVQ Level 2 in Customer Service (or to be completed within agreed timescale) Key skills in literacy and numeracy Level 2 or O Level / GCSE in Maths and English grade C or above 	Diploma/NVQ Level 2 Business Administration
Experience	<ul style="list-style-type: none"> Experience of working in an administrative role 	Experience working in mental health setting
Knowledge	<ul style="list-style-type: none"> Working knowledge of Microsoft Office applications (Word, Excel and Outlook) Understanding of confidentiality and the associated legal and policy requirements 	
Skills	<ul style="list-style-type: none"> Must be able to follow and work within defined procedures Demonstrate good customer service skills when dealing with potentially distressing situations Ability to communicate face to face and by telephone in a helpful manner Demonstrate good organisational skills and time management skills including ability to prioritise effectively 	
Personal attributes	<ul style="list-style-type: none"> Able to work in accordance with the Staff Compact and Trust Values Able to work flexibly and co-operatively as part of a team Able to remain calm and productive under pressure Committed to continual quality and service improvement Self-aware and committed to personal development Ability to cope with routine tasks with attention to detail Ability to work using own initiative and without supervision Committed to promoting a positive image of people with mental health conditions and learning disabilities 	
Other requirements	<ul style="list-style-type: none"> This post is subject to a satisfactory Disclosure and Barring Service check 	

JOB DESCRIPTION AGREEMENT

Post Holder

Sign..... Date.....

Print Name.....

Line Manager

Sign..... Date.....

Print Name.....

Print Job Title.....

Our Journey To Change key messages

It's really important that as we continue to raise awareness and embed Our Journey To Change we use key messages. They will help us to use a shared language to communicate consistently with everyone and to make sure that what we say is simple and human. The key messages below are for use in the communications we share and conversations we have about Our Journey To Change.

Key messages:

- Our Journey To Change sets out why we do what we do, the kind of organisation we want to become and the way we will get there by living our values, all of the time. To help us achieve this we have also committed to three big goals over the next five years.
- Our Journey To Change was created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation. We listened to every piece of feedback – and we will continue to listen.
- Through our conversations it was clear that the experience we provide to our service users, carers and colleagues was not consistently good and partners told us we weren't always easy to work with. We are committed to ensuring that we improve this experience for everyone.
- Change won't happen overnight but Our Journey To Change will be placed at the centre of everything we do and will inspire all actions and decision making at all levels, all of the time.
- This is our journey with you – it's important that everyone continues to be part of this.

Our values - key messages

- We are committed to co-creating safe and personalised care that improves the lives of people by involving them as equal partners. The most important way we will get there is by living our values, all of the time.
- Our values are respect, compassion and responsibility. They were created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation.
- Our values are:
 - respect – we listen, we are inclusive and we work in partnership
 - compassion – we are kind, we are supportive and we recognise and celebrate achievement
 - Responsibility – we are honest, we are always learning and we are ambitious.
- Our values are at the heart of everything we do.

Further information

Further information is available at www.tewv.nhs.uk/about-us/our-journey-to-change

There is also further information for colleagues on our internal staff intranet
<https://intranet.tewv.nhs.uk/our-journey-to-change>