

JOB DESCRIPTION AND PERSON SPECIFICATION

Job title: Reception Administrator

Responsible to: Reception Team Leader

Accountable to: General Manager

Key working relationships:

- Chief Executive Officer
- Director of Clinical Services
- Director of Nursing Services
- Heads of Departments
- Outpatient Physio Team
- Patients, relatives & other visitors

Hours of Work: 22.5 hours per week Mon/Weds/Fri with flexibility – covering shifts between 8am and 7pm

1. OVERALL OBJECTIVE OF JOB ROLE

The Reception Administrator's role combines the welcoming reception function for the hospital including administrative support and accounts work. Also, as part of the team managing the smooth running of The Physiotherapy Centre the job involves outpatient and diary management using our in-house computerised booking system. This covers a wide range of tasks to achieve efficient recording systems.

2. MAIN DUTIES AND RESPONSIBILITIES

Reception/Administration

- 1 Greeting people arriving at the Hospital, providing information or assistance to meet their requirements promptly, where necessary finding another person to assist them
- 2 Directing visitors ensuring badge security system is adhered to
- 3 Answering incoming calls and providing an efficient service in connecting callers or providing information.
- 4 Dealing immediately and as instructed with any Fire Emergency
- 5 Distributing daily post.
- 6 Custody of keys at reception – ensuring controlled access and return of keys
- 7 Maintaining the Reception diary
- 8 Maintaining contact names and numbers and providing the same as required by authorised members of staff, including details of on call members of staff.

Accounts

- 1 Managing outpatient accounts (preparing invoices/credit control/banking)
- 2 Processing hospital supplier invoices for payment
- 3 Accurately updating Excel spreadsheets when required.
- 4 Providing administrative/accounts support with conference bookings

The Physiotherapy Centre

- 1 Daily management of outpatient bookings:
- 2 Dealing with initial enquiries.
- 3 Liaising with insurance companies
- 4 Processing patient referrals.
- 5 Maintaining and updating accurate patient database
- 6 Maintaining accurate and up to date appointment availability and class schedules.
- 7 Support and have good working relationship with the physiotherapists

3. PROFESSIONAL DEVELOPMENT

Attend mandatory and other relevant in house training sessions.

4. GENERAL

Maintain the principles of the General Data Protection Regulations both within and outside of the hospital environment.

Act in accordance with the hospital's policies on Data Protection.

Reading and being familiar with Holy Cross Hospital policies and procedures

Any other reasonable duties consistent with grade and responsibility as requested by the director of nursing, clinical development manager or senior nurse on duty.

5. HEALTH AND SAFETY

Work at all times within the scope of the Health and Safety at Work Act of 1974 and the hospital policy for reporting of accidents, incidents, hazards and risk management.

The health and safety of all employees is of great importance. The Reception Administrator will carry out all duties with an awareness and understanding of the Health and Safety Policy. Participation in routine departmental health and safety checks will be required and arrangements may be made for training, possibly outside normal working hours.

The work of the Reception Administrator will include use of a Visual Display Unit (VDU) and specific safety rules apply to this. Any concerns relating to health and safety should be reported to the Chief Executive or the Safety Officer (General Manager).

Take an active role in the prevention and control of infection.

This job description represents an outline of the main components of the job and is not intended to be exhaustive. It may, with consultation be subject to additions and amendment as the need arises.

In addition to the duties and responsibilities listed the post holder is required to perform other duties as might reasonably be required.

This job description has been agreed between the post holder and the person to whom he/she is accountable.

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Post holder

.....
Print name

.....
Date

.....
General Manager

.....
Print name

.....
Date

PERSON SPECIFICATION AND COMPETENCY PROFILE

RECEPTION ADMINISTRATOR

Qualifications and Knowledge Required	
<i>Essential Requirements</i>	<i>Desirable Requirements</i>
Proven use of Microsoft Word, Excel, Access & Outlook	RSA or equivalent typing/word processing
Knowledge of reception & administration procedures, including use of office equipment	

Skills and Experience Required	
<i>Essential Requirements</i>	<i>Desirable Requirements</i>
Excellent verbal & written skills with the ability to communicate service related information clearly to staff at all levels, both in person, by email and on the telephone	Experience of reception work
Good administrative and organisational skills, with a particular emphasis on attention to detail.	

Key Competency Areas
1. Excellent inter personal skills dealing with people in face to face contact or on the telephone
2. Accountability – able to take responsibility for own actions
3. Openness – shares information and good practice appropriately
4. Relationship building / teamwork – able to work closely with other members of the administration team, treats others with courtesy and respect at all times and promotes good team-working
5. Initiative – able to work on own initiative and multi-task within a busy environment.
6. Required to be flexible - hours may be temporarily adjusted to fit in with service provision, holiday or sick leave.
7. Understanding and adherence to the highest standards of discretion & confidentiality
8. Pleasant, confident, calm manner and smart appearance at reception, promoting the professional reputation of the organisation and the values of the Congregation of the Daughters of the Cross.