

Job Description

Job title	Receptionist	Job family	Healthcare
Reporting to	Unit Manager	Job code	HOS/004
Location		Evaluation Date	18/02/2013

Main Purpose

Delivers an efficient and high quality front of house and reception service within a Priory unit to assist the well-being and development of patients, students and pupils, as well as relatives, suppliers, staff and any other visitors.

Key Accountabilities

Quality

1. Greets and assists all arrivals promptly at the Priory unit, and ensures that they are treated in a courteous, pleasant and efficient manner, and directed accordingly.
2. Ensures that all telephone calls into main reception / switchboard are dealt with promptly and efficiently within Priory operational standards.
3. Carries out administrative tasks as required.
4. Ensures the appropriate security passes are issued, as well as then directing the visitor to the appropriate areas or individuals within the unit.
5. Ensures the maintenance of the reception and waiting area environments to high standards, ensuring that any housekeeping or maintenance issues are reported to the appropriate teams.
6. If relevant, ensures that patients, pupils & staff are able to purchase sundry items from the reception area – e.g. toiletries, etc.

Innovation

7. Adopts new services that are already introduced within the group.

Value

8. To use equipment efficiently, in order to gain a greater value for money.

Knowledge & Skills

NVQ Level 1 in relevant area or GCSEs/O-Level Grades D-G.

Experience

Experience gained within a customer facing environment.

Autonomy & Impact

The role holder undertakes routine and regular tasks, but can alter the sequence of tasks on a daily basis.

Intelligent Problem Solving

Usually, the role holder will work within existing procedures; occasionally, the role holder may be required to adapt their behaviour within existing processes, in order to accommodate requests from patients, pupils and other colleagues.

Responsibility

Staff

Occasionally required to assist less experienced colleagues.

Budgets & equipment

No budgetary or financial responsibility. Responsible for the proper use of various pieces of IT or telephony equipment.

Informatics

Responsible for ensuring the confidentiality and identity of patients, students and pupils residing at or attending Priory units.

Communication & Interaction

Communication and interpersonal skills are a key feature of the role, as the role holder will be interacting with patients and other service users constantly. Some judgement will be required to ensure that the correct information is gathered and distributed as appropriate.

Working environment

The problems faced by patients may present difficult and challenging situations, which may heighten the sensory and emotional demands of the role.

Special Features

The role holder will be expected to take part in Priory's mandatory training programme.

Upholding Company Values

Competency	Req'd Level	Descriptors
Quality - Of care, treatment, of facilities and of staff	1	<ul style="list-style-type: none"> ✓ Checks quality of own work ✓ Follows procedures ✓ Corrects errors and mistakes ✓ Complies with relevant regulatory and statutory requirements
Innovation - Being forward thinking and thought leaders	1	<ul style="list-style-type: none"> ✓ Adapts new services already introduced in other areas within the group ✓ Amends these services to suit the needs of the local service
Value - Due to transparency and flexibility	1	<ul style="list-style-type: none"> ✓ Prices services in line with local needs ✓ Reacts to local feedback regarding pricing of services