

**Job title:** Receptionist- Lister Macmillan  
Cancer Centre

**Band:** 3

**Department:** Lister Centre Admin and Clerical

**Division:** Cancer



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# Letter from Adam Sewell Jones, Chief Executive

Thank you for expressing an interest in working here at East and North Hertfordshire NHS Trust.

East and North Hertfordshire NHS Trust is a very special organisation. Our teams are amazing, and this was demonstrated even more so during the unprecedented challenges brought about by the Covid-19 pandemic. Our ability to be flexible and innovative in the way in which we work and deliver our services to our catchment has never been more important than it is now.

We are a large acute Trust which operates across four sites; acute services are offered at the Lister Hospital; specialist cancer services at the Mount Vernon Cancer Centre (MVCC); and non-acute services offered at the New QEII and Hertford County hospitals. We underwent an extensive £150m reconfiguration some years ago which saw all inpatient and complex services centralised at the Lister Hospital in Stevenage.

We are an organisation with a strong culture of positive values and our ambition is to provide high-quality, compassionate care to our community in all that we do, including patient experience, clinical outcomes, patient safety and financial sustainability.

We have many great people working for us doing all sorts of roles, ranging from porters to doctors, from administrators to nurses, and everything in between. But we all share one vision – we put our patients at the heart of everything we do.

We have recently partnered with the world-renowned Virginia Mason Institute in an exciting 3-year programme to create and embed a quality management system – our ENH Production System. Drawing on years of quality improvement and culture change experience, the ENH Production System will equip our teams to identify areas for improvement, make changes and measure impact – all with the patient at the centre.

If you decide to apply, you will be joining us at an incredibly exciting time as we continue on our transformation journey. I hope very much, that after reading this pack, you will want to join us on that journey.

I wish you the best of luck in your application.



**Adam Sewell-Jones**  
**Chief Executive**

# Benefits

As a Trust employee, you can access a range of financial and non-financial benefits to support our staff in all aspects of their life.

## **Wellbeing:**

- Get confidential advice and support on personal, work, family and relationship issues, 24/7, from our Employee Assistance Programme
- Offers and discounts at local gyms
- In-house Health at Work service with advice line and self-referral facility for staff as well as signposting and access to other support, such as weight management clinics and physiotherapy
- On site workplace pharmacy at Lister offering a minor ailment service, flu vaccinations, travel clinic, sexual health, smoking cessation and health check services
- Opportunity to discuss ideas, problems or concerns easily and anonymously with our Speak in Confidence service

## **Travel:**

- Save up to 30% on a new bicycle through our Cycle to Work scheme
- Reduced staff car parking costs through our Car Sharing scheme
- Discounts on local buses and trains
- Competitive rates through our car lease scheme
- Inter-site transport minibus which includes shuttle to Stevenage Railway Station

## **Work/Life Balance:**

- Pursue different interests with the security of employment on your return from your break of 3 months to 5 years with our Career Break scheme
- Generous annual leave with additional days awarded for long service
- A variety of different types of paid and unpaid leave covering emergency and planned leave, such as special leave/ emergency leave/carers leave, through our Special Leave policy
- A Retire and Return scheme, enabling you to draw your pension whilst continuing to work for us after a short break
- Options for flexible working to provide you with a healthy work/life balance such as part time working, term time only, compressed hours (subject to service requirements), and flexible work schedules

## **Financial:**

- Discounts on restaurants, getaways, shopping, motoring, finance through a variety of providers
- Access to the NHS Pension Scheme, providing generous benefits upon retirement, as well as a lump sum and pension for dependants

## **Learning and Development**

- Extensive range of learning and development opportunities, including coaching, for both clinical and non-clinical topics
- Access to our Grow Together scheme, ensuring that you have meaningful, quality conversations with your manager about what matters to you and your development
- We fully encourage our staff to develop to their full potential and are supportive of secondments, acting up opportunities and all learning and development activities.

## **Other:**

- Local and Trust wide staff award schemes where staff are nominated and recognised by their colleagues and peers for their hard work
- Assistance in relocating for some staff with our Relocation Policy

# Our vision, mission, and values

## Our vision is:

“To be trusted to provide consistently outstanding care and exemplary service”

## Our mission is:

Providing high-quality, compassionate care for our communities

## Our values are:



We value the diversity and experience of our community, colleagues and partners, creating relationships and climates that provide an opportunity to share, collaborate and grow together



We create a safe environment where we are curious of the lived experience of others, seek out best practice and are open to listening and hearing new ideas and change



We are committed to consistently delivering excellent services and continuously looking to improve through a creative workforce that feels empowered to act in service of our shared purpose

# Job description

<b>Job title:</b>	Receptionist- Lister Macmillan Cancer Centre
<b>Band:</b>	3
<b>Department:</b>	Lister Centre Admin and Clerical
<b>Base:</b>	Lister Hospital, Stevenage (You may be required to work on a permanent or temporary basis elsewhere within the Trust)
<b>Responsible to:</b>	Service Manager
<b>Responsible for:</b>	N/A

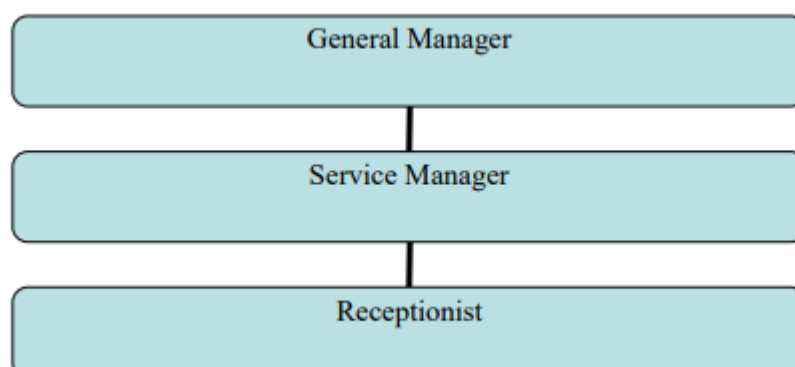
## Job summary:

To provide a comprehensive reception and clerical support service within the Cancer Centre at Lister Hospital

The receptionist is responsible for welcoming the patients to The Cancer Centre and to assist in the smooth running of the centre, by liaising with the nurses, radiographers, transport departments and other colleagues.

- To rotate between reception desk and also with the Support Receptionist duties.
- Accurate maintenance of patient appointments on Lorenzo and all linked patient duties, including inputting and maintaining patient changes on the Lorenzo system and general administrative and clerical duties. This may involve liaising with Consultants, staff and a high degree of patient contact.
- While applying a high degree of confidentiality to all of their work, the post holder will be required to use their own initiative as appropriate.

## Key working relationships:



## Main responsibilities:

### Reception

- Welcoming and greeting patients, relatives, staff, and visitors to the unit in a professional and courteous manner.
- Projecting a smart, professional appearance including wearing a uniform as provided.
- To take incoming telephone calls and emails, ensuring they are dealt with efficiently at all times. Ensure accurate message taking, resolving where appropriate, or forwarding information / requests to appropriate members of the department as required.
- To make appointments and run outpatient clinics, advising consultants of patient arrival and directing patients to the consulting room.
- To enter outpatient details onto the Lorenzo and associated systems, and cash up the clinics accurately and in a timely manner to ensure all patients seen in the clinic have been appropriately recorded.
- To assist in ensuring admission procedures are kept up to date by registering patients on Lorenzo, ensuring accurate information such as date of birth, address, telephone numbers and GP details are up to date.

### Administration

- Record accurately all admissions, discharges and transfers on Lorenzo in the absence of the ward clerk, making sure that the retrospective information is entered as soon as possible.
- Completion of filing.
- Obtaining medical records for the above and returning the records on the patient's discharge ensuring that the records are tracked accurately.
- Occasionally ringing private insurance companies with medical information to continue authorisation of medical cover for inpatients.
- Occasionally providing phone advice on quotes for patient / private secretary enquiring where the Service Co-ordinator is not available.
- Effectively communicate and liaise between all disciplines of staff throughout the Trust and external agencies.
- To deal with all new patient pathways referred to Cancer Services and all associated duties. Ensuring all referrals are dealt within the cancer waiting time targets.
- Ensuring any potential delays or breaches are escalated immediately.

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time in the light of changing circumstances and in consultation with the job holder.



## **Supplementary job description information:**

### **Confidentiality**

Each of us have a personal responsibility and liability under the Data Protection Act 2018 around the confidential nature of our jobs. Details of a confidential nature, including information relating to patients or staff, must not under any circumstances be divulged to any unauthorised person. Breaches in confidence will result in disciplinary action, which may result in dismissal. In exceptional circumstances this could result in a prosecution for an offence or action for civil damages under the Data Protection Act 2018.

### **Health and Safety**

You must take reasonable care of your own health and safety and that of other people who may be affected by acts of omission at work and to ensure that statutory regulations, policies, codes or practice and department safety rules are adhered to.

### **Sustainable Development**

We recognise the need for a sustainable development strategy that focuses on reducing carbon emissions. We do this through:

- Reducing environmental impact achieved by greener waste disposal and travel, energy and water consumption
- Being a good community role model and supporter of the local economy
- Providing excellent value for money
- In order to reduce our carbon footprint, every single one of us must play a part in ensuring we are an environmentally-responsible organisation. You recycle at home, we ask that you do the same simple things at work
- When you can, use public or inter-site transport, cycle between sites and claim for mileage
- Recycle all you can: paper, CDs, batteries – there are recycling stations throughout the Trust
- Always switch off lights, PCs and other electrical appliances when not in use
- Don't waste water

### **Safeguarding**

You must have regard to the need to safeguard and promote the welfare of children in line with the provisions of the Children Act 2004.

You must treat all patients with dignity and respect and ensure that vulnerable adults are safeguarded from abuse and neglect within the provisions of the Hertfordshire Safeguarding Adults from Abuse Procedure.

### **Infection Control**

You are expected to take individual responsibility to ensure working practice is safe.

### **Continuous Improvement**

As part of our commitment to continuous improvement, we want to ensure that our culture and ways of working reflect and embed the philosophy and methodologies of our East and North Hertfordshire Production System (ENHPS). As a result, you may be invited to attend and complete relevant training and Kaizen (continuous improvement) events to support this commitment. Full attendance and completion of identified courses will be considered mandatory for this post.



## Equality, Diversity and Inclusion

The organisations which make up Herts and West Essex Integrated Care System believe that fairness for people is fundamental to providing good care. We want to ensure that those who work with us and for us share this core value.

We are committed to equality, diversity and inclusion for all job applicants, staff, patients and the wider community. We are continuing to develop the strength of our inclusive approach, and creating a workforce which represents the diverse communities we serve is an important part of this.

We have agreed to:

- Work together to learn, celebrate and embrace diversity, end unfairness, discrimination and racism, and embed these changes into our everyday work
- Strive towards being an exemplar group of organisations for equality, diversity, inclusion, fairness and belonging
- Commit to value all people and promote a culture of zero tolerance to all kinds of harassment, bullying, discrimination and racism in the workplace
- Pro-actively champion national and local policies and initiatives to address health and workforce inequalities
- Work in partnership with other professional and health and care organisations to embed these principles Work in partnership with other professional, health and social care organisations, trade union and voluntary sector organisations to embed these principles

Each organisation with the Herts and West Essex Integrated Care System has agreed to include this statement on their job descriptions so that staff and job applicants are aware of this commitment. Staff are expected to be supportive of these principles and to demonstrate this in everything they do at work, regardless of their role.

You are required to always demonstrate behaviours which support our commitment to equality, diversity and inclusion, as detailed below, so that our workplaces are free from harassment and/or unlawful discrimination and where diversity is actively valued and celebrated.

## Review

These guidelines are provided to assist in the performance of the contract but are not a firm condition of the contract. The job description will be reviewed as necessary to meet the needs of the service, in consultation with the post holder.

# Person specification

Requirements	Essential	Desirable
<b>Qualifications / Training</b> <ul style="list-style-type: none"> <li>Evidence of experience in a reception environment</li> <li>Experience in dealing with the general public queries in a courteous manner</li> <li>Educated to minimum GSE level or equivalent</li> </ul>	Y Y	Y
<b>Previous Experience</b> <ul style="list-style-type: none"> <li>Relevant previous experience</li> <li>Experience of Lorenzo or any other PAS system</li> <li>Excellent written and oral communication skills</li> </ul>	Y Y Y	
<b>Skills</b> <ul style="list-style-type: none"> <li>Well-developed interpersonal skills</li> <li>Excellent time management skills</li> <li>Ability to work without close supervision</li> <li>Ability to work in a busy &amp; pressurised environment</li> <li>Confidence, tact and diplomacy</li> <li>Experience of coordinating tasks</li> <li>Comprehensive understanding of patient need</li> </ul>	Y Y Y Y Y	Y Y
<b>Knowledge</b> <ul style="list-style-type: none"> <li>Good level of computer literacy</li> <li>Experience of healthcare databases, the Internet, library management systems</li> <li>Knowledge of relevant legislation – copyright, data protection and Freedom of Information</li> </ul>	Y	Y Y
<b>Other requirements</b> <ul style="list-style-type: none"> <li>Flexible / able to adapt to change</li> <li>Efficient and conscientious</li> <li>Willing to develop skills in line with changing service requirements</li> <li>Ability to work with interruptions in a visitor oriented environment</li> <li>Takes responsibility for own actions and promotes good team work</li> </ul>	Y Y Y Y Y	Y