

JOB DESCRIPTION

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| Job Title: | Receptionist/Administrator |
| Department: | Education Team |
| Reports to: | Education Centre Manager/ Head of Learning & Development |
| Hours: | 37.5 hours per week (in-line with Education Centre Operating Hours) |
| Liaises with: | Education Centre staff, other staff members of the Trust, training providers and external visitors |
| Band: | 3 |

Job Summary

The role of the Education Centre is to support and provide the highest possible standards of education and training, both mandatory and role specific to all Trust staff. The department ensures Trust staff are compliant and appropriately equipped with the correct knowledge and skills to deliver the best possible patient care and service to internal and external customers and stakeholders economically in a safe and welcoming environment.

The role of the receptionist/administrator is to provide a high-quality service for the Education Centre through the efficient and effective delivery of front of house reception duties and customer service. This includes providing well-organised and competent administrative duties and audio-visual support service.

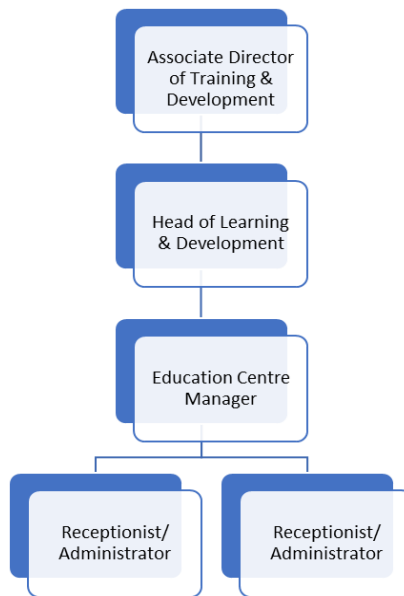
Trust Culture and Values

The Trust has defined its culture as one that is patient centred, which puts safety first and where all staff take responsibility, are valued, and value each other. To support this, our five values are that we are all:

- **Caring** – we design and deliver care around each individual patient's needs and wants.
- **Safe** – we make the safety of patients and staff our prime concern (safety comes first)
- **Responsible** – all staff take responsibility for the hospital, its services and reputation.
- **Value** each other – we all value each other's contribution.
- **Inspiring** –we always strive to empower each other to develop and deliver improvements to benefit our patients by inspiring people to be the best they can be, encouraging ideas and learning and embracing innovation to shape future services.

Our training, policies, procedures, and practices are all intended to support behaviours in line with our values and all staff are expected to uphold these by '**Living Our Values Everyday**'.

Department Structure Chart



Key Tasks Responsibilities

Front of house

- To act as first point of contact and deal with enquiries for all internal and external visitors, in person and on the telephone providing help and guidance in all matters relating to the training service.
- To direct and prioritise queries as appropriate and provide information promptly to ensure an efficient and effective service. Escalating any actions required to the Education Centre Manager.
- Undertake reception duties as necessary.
- To update the daily room bookings presentations on the Plasma Screen, ensuring the information is clear and accurate.
- To ensure that internal and external information on training courses displayed in the Reception area is up to date.

Education Centre

- To manage room bookings to ensure effective use of all training and seminar rooms both on the day and for any future bookings. Working with Education Centre staff effectively to utilise available resources across the whole centre.
- To have a working knowledge of what other training resources are available across the Trust.
- To be aware of what resources are needed for courses facilitated by internal and external trainers, and to ensure these are prepared in a timely manner.
- Liaise with trainers to ensure prompt arrival and smooth running of training events.
- To ensure the requirements of the users of the training rooms are met, and that users understand the terms and conditions of use.
- To be able to prioritise workload so that staff are informed of course details and reporting instructions in good time.
- Assist in ensuring the building and facilities are maintained and secure to create a clean, healthy, and safe environment for staff and users of the centre.
- To report and record and liaise with stakeholders for any facilities issues alongside outcomes or escalation to the Education Centre Manager as required.
- To provide audio visual (AV) support to room users helping them to set-up computer and/or video presentations.
- To deal with enquiries from staff regarding training course availability and bookings. To record delegate registration using the OLM Database and confirm said bookings to staff.
- The post holder will be responsible for data entry, including recording information on the online training database.
- Customer liaison (course participants) across the entire business process from enquiry, through course delivery to post-event follow-up where required.
- Inform Individuals/Managers of DNA's for courses, through generation of reports.

Administrative Duties

- Liaise with recruitment for new starters and Corporate Induction.
- To input relevant data to the training database (OLM) in a timely manner to ensure accurate information is always available.
- To train others how to use the OLM training data base when required.
- To assist the Education Centre Administrator to plan, format and update any information required.
- To assist the Education Centre Administrator in planning, formatting, and updating the Education Centre intranet on a regular basis to ensure accurate information at all times.
- Monitor and respond to the shared inboxes receiving queries and information from a range of stakeholders.
- To assist the Education Centre Manager in ordering stationery, consumables, computer, and AV replacement supplies, as required and requested.
- To manage the delivery of incoming and outgoing departmental post.
- To participate in the induction, training, and supervision of temporary and new reception staff.
- To plan and organise your own workload to ensure service is maintained and priorities met.
- To work autonomously within the boundaries of the role recognising when to escalate matters to the next appropriate level.
- To record and monitor undersubscribed classes/courses and to liaise with the relevant trainers to allow classes to be cancelled in good time. Assist the Education Centre Administrator with marketing or further advertising to increase uptake of delegates or provide extra dates as required.

Education and Training/Self-Development

- Identify own training and development needs and undertake appropriate training/education as required.
- Participate in an annual individual performance review process where objectives will be agreed, performance monitored, and personal development needs discussed.
- To attend departmental meetings and complete any necessary actions as required.
- To attend all statutory and mandatory training as and when required to do so.
- Act responsibly in respect of colleague's health, safety and welfare following safe work practices and complying with the Trust's Health and Safety Policies.
- To adhere to all Trust Policies as applicable.

Education Centre Support

Must be flexible and be willing to support the service needs as and when required. It will be expected that the post holder will automatically cover the front-of-house duties when their colleague is on leave or sick.

Health Clearance

Health clearance is required for this appointment. Applicants must complete a medical questionnaire, return it to the Occupational Health and Wellbeing Service and, if required, undergo a medical examination before appointment.

Disclosure and Barring Service (DBS)

A DBS will be required before appointment for all posts with access to children or vulnerable adults.

Confidentiality and Disclosure of Information

In the course of your normal work with the Trust you will come into possession of confidential information concerning patients, the Trust and its staff. This information should always be treated according to the Trust's rules on confidentiality. Any inappropriate disclosure may be subject to the Trust's disciplinary procedures.

Raising concerns

Staff may on occasion have genuine concerns about healthcare matters and consequently the Trust endorses the principle that these must be raised in a responsible and appropriate manner, and if necessary, using the Trust's 'Raising Concerns (Whistleblowing)' policy.

Data Quality/Security

The post holder is responsible for ensuring that they maintain the integrity and quality of both computerised and manual data.

Acceptance of Gifts and Hospitality

The conduct of staff in the public service should be scrupulously impartial and honest and, in this context, any offers of gifts or hospitality should be discussed with your manager, prior to acceptance.

Codes of conduct and professional standards

All staff should adhere to any codes of conduct or professional standards set by the regulatory bodies with whom they are registered or by professional bodies of which they are a member. Managers should observe the Code of Conduct for NHS Managers.

Risk (managerial and supervisory staff only)

Managers are responsible for implementing and monitoring any identified and appropriate risk management control measures within their designated area(s) and scope of responsibility. Full details are set out in the Trust's Risk Management Policy.

Health and Safety

All staff are advised that, under the Health and Safety at Work Act 1974 and associated legislation, it is the duty of every employee to take reasonable care for their own health and safety and that of other people who may be affected by their activities at work, and also to co-operate fully with the Trust and others in connection with any arrangements to satisfy the statutory duties and responsibilities under the Act, including undertaking appropriate mandatory and health and safety training.

Infection Control

All staff must at all times be aware of their responsibilities for ensuring infection control and to maintain hygiene standards in accordance with infection control policies and instructions.

Personal Property

The Trust is unable to accept responsibility for articles of personal property lost or damaged on its premises whether by burglary, fire, theft or otherwise and staff are advised to insure against all risks.

Equal Opportunities

Equality of opportunity is an integral part of the Trust's recruitment and selection process and recruiting managers must ensure that they comply fully with the Trust's Equality & Diversity Policy. The Trust aims to ensure equality of opportunity for all irrespective of race, disability, sex, gender reassignment, sexual orientation, age, marriage and civil partnership, pregnancy and maternity and religion, or belief.

No Smoking

Smoking by staff, patients, and visitors, will not be permitted anywhere on Trust premises.

Security

Staff must always wear their identity badge to assist in maintaining the security of the hospital; be observant, and not afraid to enquire of people as to their business in the hospital. Any suspicious behaviour must be reported to the Security Officer, manager, or security team.

Safeguarding children and vulnerable adults

Kingston Hospital NHS Trust is committed to safeguarding children and vulnerable adults at risk of abuse. If the post is one that involves access to children and vulnerable adults during their normal duties, an enhanced Criminal Records (CRB) check will be required. All employees have a responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

Person Specification

Job Title: Receptionist/Administrator

| Criteria for Selection | Essential Requirements | Desirable Requirements | Assessment Method |
|--------------------------|--|---|---|
| Qualifications | <ul style="list-style-type: none"> GCSE in English & Maths or equivalent in Numeracy and Literacy. Administration or equivalent knowledge/experience Experienced in using MS Products, namely Outlook, PowerPoint and Excel. | <ul style="list-style-type: none"> NVQ II or III in Business Administration or equivalent knowledge/experience | <ul style="list-style-type: none"> Application Form and Assessment |
| Experience | <ul style="list-style-type: none"> Minimum 1 year experience working in a customer facing environment. Experience of working in an educational/training environment Experience of MS office systems | <ul style="list-style-type: none"> Experience of working in health, social care, or voluntary organisation | <ul style="list-style-type: none"> Application Form |
| Knowledge/ Skills | <ul style="list-style-type: none"> Excellent interpersonal skills Excellent written and verbal communication skills Excellent customer service skills Able to self-organise, multitask, and prioritise. Able to show initiative and recognise role boundaries. Able to plan and prioritise. Ability to be self-motivated, work under pressure and to tight deadlines. Flexible approach Team worker Keyboard and database inputting skills Microsoft Word for Windows Microsoft Excel Microsoft PowerPoint Email and electronic diary management | <ul style="list-style-type: none"> Word Intermediate Excel Basic Setting up spreadsheets Creating PowerPoint presentation Electronic Staff Records (ESR) Bookwise – room booking system. Oracle Learning Management System (OLM) | <ul style="list-style-type: none"> Application Form, Interview and Assessment |
| Other | <ul style="list-style-type: none"> Ability to work as part of a team. Professional attitude to work and 'can do' approach. Able to communicate at all levels within an organisation. Can demonstrate initiative. Ability to work under pressure. Flexibility and adaptability to meet competing priorities. Must be able to move training room equipment, including chairs and tables and function AV equipment | <ul style="list-style-type: none"> Previous experience working in a similar environment | <ul style="list-style-type: none"> Application Form Interview Occupational Health Assessment |

Approved by: _____ Manager _____ Date.

Agreed with: _____ Employee

KINGSTON HOSPITAL NHS TRUST

TERMS & CONDITIONS OF SERVICE

Agenda for Change terms and conditions apply

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|------------------------------|---|
| POST | : Receptionist / Administrator |
| DEPARTMENT / LOCATION | : Kingston Surgical Centre/Education Centre |
| SALARY | : This post is on Agenda for Change Pay Band 03 and the salary range is from £22,816 (<2years' experience) to £24,366 (2+years experience) (pro rata) per annum. In addition to this you will receive a High Cost Area Supplement of 15% of your basic salary per annum, this will be between a minimum of £4,313 and a maximum of £5,177 (pro rata) |
| PAYMENT | : Monthly by direct credit transfer to bank/building society account. |
| PENSION | : Admission to the NHS Pension Scheme is automatic, although you can opt out. Further details are available from the Human Resources Department. |
| HOURS | : 37.5 hours per week, excluding meal breaks (37.5 hours per week full time). |
| ANNUAL LEAVE | : 27 days per year, increasing to 29 days after 5 years NHS service and to 33 days after 10 years NHS service. |
| NOTICE PERIOD | : The period of notice for the termination of your employment will be one month on either side, in writing, until you have completed a period of continuous employment of four years. Thereafter the period of notice the Trust is required to give will increase by one week for each additional year's service up to a maximum of twelve years. The period of notice from the Trust will then remain at twelve weeks. |

Other terms and conditions will be in accordance with the current regulations as specified in Kingston Hospital NHS Trust policies and associated documentation.

_____ Date.