

Job Description

Job Title:	Receptionist
Band:	2
Responsible to:	Senior Administrator
Directorate:	Older People's and Adult Community

Our Values

	Behaviour	How we will demonstrate this behaviour
Professionalism	We will maintain the highest standards and develop ourselves and others	By demonstrating compassion and showing care, honesty and flexibility
Respect	We will create positive relationships	By being kind, open and collaborative
Innovation	We are forward thinking, research focused and effective	By using evidence to shape the way we work
Dignity	We will treat you as an individual	By taking the time to hear, listen and understand
Empowerment	We will support you	By enabling you to make effective, informed decisions and to build your resilience and independence

Job Purpose

- The post holder will provide an effective reception service to all users of the Admin Hub, maintaining a professional, courteous, discreet and helpful manner at all times.
- The post holder will provide 'front of house' as appropriate to services.
- The post holder will be required to undertake other duties as determined by the needs of the services and as directed by the Admin Leads or Service leads.

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Main Tasks, Duties and Responsibilities

1. To ensure, as far as is reasonably practicable, that correct procedures are followed for staff and maintenance workmen accessing the building including routinely maintaining the visitor's book and staff sign in.
2. Ensure that the reception and waiting areas are welcoming, tidy and well presented at all times and that notice boards, patient information leaflets are kept up to date.
3. To be the first point of contact for all those entering the building, meeting, greeting and directing visitors, maintaining professional, courteous manner at all times.
4. Ensure good customer service by providing a professional and effective service by dealing with queries from service users, staff on the telephone.
5. Take accurate messages and ensure these are passed onto the appropriate person.
6. To seek support, as required, when dealing with difficult situations or queries beyond own scope of knowledge and liaising with admin staff, re prioritisation to ensure that appropriate and timely action is taken.
7. To be responsible for dealing with car parking for visitors/staff.
8. To receive, sign for, sort and distribute incoming mail.
9. To sort & frank outgoing external mail in an accurate and timely manner.
10. To sign for recorded deliveries, parcels, stores, etc. and advise departments of their receipt.
11. To be aware of the complaints procedure and undertake to resolve where possible, front line complaints, record on relevant documentation and ensure rapid reporting to the respective service administrators.
12. To undertake routine clerical tasks as requested by Admin Leads or Service Leads:
 - Photocopying requests
 - Laminating
 - Manage stationery and supplies for the building
 - To maintain handbooks at reception of fire procedures etc.
 - To book rooms accordingly as and when requested
 - To liaise with Property Services of any estate problems and carry out specific tasks if required
 - Help with any other administrative tasks that is required by Service Leads

Essential Behaviours and Attitudes

1. Models behaviours that treat others with dignity, respect and compassion.
2. Listens actively and respectfully to others
3. Identifies and challenges unacceptable practice of peers and colleagues respectfully, and takes appropriate action to resolve
4. Contributes to the improvement of the service user experience
5. Treats individuals with respect and kindness
6. Works in partnership and collaboration with others, respect their rights and promotes quality at all times
7. Responds to an individual's situation, needs and preferences, and does not stereotype people
8. Develops trust with service users and colleagues through delivering what they say they will and having a flexible approach to their work

Human Resources

1. Maintaining own professional development and requirement to take part in appraisals and KSF process.
2. To undertake training, in order to maintain competence in the operation of SystmOne computer training.
3. Provide occasional cover for shortages caused by annual leave or sickness. This should be escalated to Line Manager.

Training & Development

1. To participate in regular supervision in accordance with good practice guidelines and Trust policy.
2. To participate in the Trust's Appraisal process.
3. To attend all relevant mandatory training as and when required to do so.

Quality & Patient Safety

- Protection of Children & Vulnerable Adults – To promote and safeguard the welfare of children, young people and vulnerable adults.
- Implementation of NICE guidance and other statutory / best practice guidelines. (if appropriate)
- Infection Control - To be responsible for the prevention and control of infection.
- Incident reporting - To report any incidents of harm or near miss in line with the Trust's incident reporting policy ensuring appropriate actions are taken to reduce the risk of reoccurrence.
- To contribute to the identification, management and reduction of risk in the area of responsibility.
- To ensure day to day practice reflects the highest standards of governance, clinical effectiveness, safety and patient experience.
- To ensure monitoring of quality and compliance with standards is demonstrable within the service on an ongoing basis.
- To be aware of the responsibility of all employees to maintain a safe and healthy environment for patients/ clients, visitors and staff.

General

- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health.
- To comply with the Professional Codes of Conduct and to be aware of changes in these. To maintain up to date knowledge of all relevant legislation and local policies and procedures implementing this.
- To ensure that all duties are carried out to the highest standard and in accordance with currently quality initiatives within the work area.
- To comply with all relevant Trust policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information and to be aware of any changes in these.
- To comply at all times with the Trust's Information Governance related policies. Staffs are required to respect the confidentiality of information about staff, patients and Trust business and in particular the confidentiality and security of personal identifiable information in line with the Data Protection Act. All staff are responsible for ensuring that any data created by them is timely, comprehensive, accurate, and fit for the purposes for which it is intended.

Equality & Diversity

The Trust is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination. As a Trust we value the diversity of our staff and service users, and therefore recognise and appreciate that everyone associated with the Trust is different and so should be treated in ways that are consistent with their needs and preferences.

Therefore all staff are required to be aware of the Trust's Equality and Diversity Policy and the commitments and responsibilities the Trust has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.

To be noted:

- This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with the manager.
- This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.
- This post is subject to the Rehabilitation of Offenders Act 1974 (Exemption Order 1975) and as such it will be necessary for a submission for disclosure to be made to the Criminal Records Bureau to check for previous criminal convictions. The Trust is committed to the fair treatment of its staff, potential staff or users in line with its Equal Opportunities Policy and policy statement on the recruitment of ex-offenders.

Person Specification

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Band:	2
Responsible to:	Senior Administrator
Department:	Older People's and Adult Community

Criteria	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> • Educated to GCE/GCSE standard. • NVQ Level 2 in Administration or equivalent • Good command of written English. 	
Experience	<ul style="list-style-type: none"> • Previous experience of carrying out general admin procedures in a reception / administrative / secretarial environment. • Experience of inputting accurate and timely data onto electronic systems. 	<ul style="list-style-type: none"> • Previous experience of working in an NHS office environment. • Experience in using computer programmes including health care IT systems.
Skills & Abilities	<ul style="list-style-type: none"> • Excellent customer care skills. • Excellent keyboard skills. • Audio / copy typing skills. • Good IT skills (MS Office) • Good organisational skills. • Excellent telephone manner. • Experience of working with a minimum of supervision but working within standard operating procedures. • Able to organise own day to 	

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	<p>day tasks</p> <ul style="list-style-type: none"> • Ability to adopt an appropriate style and method of communication. • Model behaviours that treat others with dignity, respect and compassion. • Good listening skills. • Flexible approach to work. • Professional attitude towards service users and their families. • Friendly and approachable. • Ability to work on own initiative and maintain confidentiality. • Ability to work under occasional pressure / stress. • Ability to work as part of a team. 	
Knowledge & Understanding	<ul style="list-style-type: none"> • Clear understanding of respect and confidentiality. 	
Other	<ul style="list-style-type: none"> • May be required to travel and work between teams, where necessary. 	

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The Trust believes in treating everyone with dignity and respect and encourages applications from all sectors of the community. We guarantee an interview to candidates with disabilities who meet the minimum essential criteria.