



JOB DESCRIPTION

Job Title:	Customer Service Officer (CSO) / Receptionist
Job Location:	As per contract
Responsible to:	Senior Customer Service Officer / Supervisor
Hours of work:	As per contract
Salary:	As per contract

PURPOSE

To be responsible for the provision of a comprehensive reception service to both staff and centre users, ensuring efficient and clear communications at all times. Keep the reception area(s), clinical and meeting rooms tidy, presentable and Health & Safety compliant at all times. A high degree of confidentiality, sensitivity, discretion and tact is required.

The post will be supervised. However, the post-holder will require the ability to make decisions regarding problems arising in the reception area, if it is not possible in the first instance to seek advice/support from the line manager.

RESPONSIBILITIES

1. To receive and process all incoming calls to reception
2. To maintain and ensure availability of:
 - List of staff within the centre
 - Local procedures manual
 - Internal extension numbers
 - Frequently used external numbers
 - Other relevant manuals/procedures as required
3. To receive and welcome all clients, visitors and staff, ensuring that the Visitor/Staff book is signed. This to includes:
 - Greeting in a friendly and courteous manner
 - Providing them with accurate information on services
 - Identifying potential candidates for recruitment to the Expert Patient Programme and Supporting Parents Programme
 - Handing out literature concerning the Expert Patient Programme and Supporting Parents Programme to suitable candidates
 - Updating information in the practice computer system about the Expert Patient Programme and Supporting Parents Programme, as required
 - To be involved in the recruitment and administration of the practice Focus Group
 - Directing patients to the appropriate part of the practice or if appropriate to other services within the organisation
 - Providing/issuing keys to staff/contractors where necessary
 - Offering advice and guidance to both internal and external callers who may experience difficulties in accessing the system
 - Responding appropriately to potentially difficult situations



4. To provide a full administration support for specialist services where required. This to include:
 - Making appointments by person, telephone or post for new and existing clients
 - Maintaining relevant systems as requested
 - Retrieving and filing client records as required and ensuring that the filing system is maintained and in good order
 - Operating referral systems and following appointment procedures to ensure minimum inconvenience is experienced by clients wishing to use services other than those based at the practice
 - Scanning and data entry of letters and other correspondence into the clinical system
 - Processing and issuing prescriptions in an accurate and timely manner in accordance with Concordia Health policy
 - Registering new patients both in person and on-line, including ensuring that all registration forms have been completed correctly and booking a new patient health check
 - Undertaking ongoing and targeted recalls of patients as required, including patients due for review of long-term conditions, smears and immunisations
5. To undertake administrative duties to include:
 - Sorting internal and external mail as appropriate, in accordance with defined procedures
 - Undertaking photocopying, faxing and receiving and sending emails, where possible, ensuring that appropriate checks are made before sending confidential material including that relating to patients and/or staff, following the guidance in the Confidentiality Policy
 - Maintaining room/equipment booking diaries as required
 - Taking messages accurately and ensuring they are passed on to the appropriate person in a timely manner
 - Keeping the reception area and clinical and meeting rooms tidy, presentable and Health & Safety compliant at all times
 - When relevant, ordering and maintaining accurate supplies of stationery and equipment
 - When needed, providing clerical and typing support for the clinical staff
 - When applicable, adhering to general security procedures and, where relevant, monitoring the CCTV and following local procedures for changing video
 - Assisting with other administrative duties particularly in the absence of other staff
6. To undertake mandatory training in line with Concordia Health policy requirements and where necessary to upgrade skills in fundamental areas
7. To carry out any other duties, commensurate with the grade and appropriate to the purpose of the job as and when required
8. To participate actively in the Concordia Health appraisal scheme, attend in-house training, locality events, and other forums as and when required
9. If required, following appropriate training, to undertake health care assistant duties, including amongst other tasks, health screening, patient recall, blood pressure measurement, urine testing, carrying out ECGs and spirometry
10. Following appropriate training, to undertake additional administrative and managerial tasks as required by Concordia Health and the line manager



WORKING CONDITIONS

Physical Demands

The post holder may have to work odd or long hours at times to complete special requests or projects. The post holder may have to spend long hours sitting and using office equipment, computers and attending meetings.

Environmental Conditions

The working environment is busy and demanding. The post holder will have to serve a number of people and projects at one time, and will be interrupted frequently to meet the needs and requests of staff. The post holder may find the environment to be busy, noisy and will need excellent organisational, time and stress management skills to complete the required tasks.

Mental Demands

The post holder will have to manage a number of requests and tasks at one time and must be prepared to deal with emergencies and stressful situations at any time.

Confidentiality

In the course of employment the post holder will have access to confidential information relating to the employers business. The post holder is required to exercise due consideration in the way they use such information and should not act in any way that might be prejudicial to the employers interests. Information which may be included in the category which requires extra consideration covers information relating to the general business of the employer and information regarding individuals. If the post holder is in any doubt regarding the use of information in the pursuit of their duties they should seek advice from their Line Manager before communicating such information to any third party.

In the course of seeking treatment, patients entrust the company with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately. This information is to be treated as strictly confidential. Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the employer's policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Data Protection

The employer is registered under the Data Protection Act 1998. The post holder must not at any time use the personal data held by the employer or disclose such data to a third party for a purpose not described in the Register entry. If the post holder is in any doubt regarding what they should or should not do in connection with the Data Protection Act 1998 then they must contact their Line Manager.

Health and Safety

The post holder must be aware of the responsibility placed on them under the Health and Safety at Work Act 1974 to maintain a healthy and safe working environment for both staff and visitors. The post holder also has a duty to observe obligations under the employers Health and Safety policies and to maintain awareness of safe practices and assessment of risk in accordance with the Risk Management Strategy.



The post holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.

Financial Regulations

The post holder is responsible for the security of the property of the employer, avoiding loss of or damage to property and being economical and efficient in the use of resources.

Place of work

The post holder may be required to work at any of the employer's locations sites in line with service needs.

Equality and diversity

The post holder must cooperate with all policies and procedures designed to ensure equality of employment. Fellow workers, patients and visitors must be treated equally, irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc.

The post holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development

The post holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.



SAFEGUARDING

- The post holder has responsibility to ensure you have read and understood local safeguarding procedures for the areas that you work in.
- The post holder has responsibility to ensure you identify potential safeguarding concerns, and follow local safeguarding procedures to ensure they are reported and managed, and to follow professional guidelines in relation to safeguarding concerns.
- The post holder has responsibility to ensure that you keep up to date in safeguarding by completing your mandatory safeguarding training

This job description describes responsibilities, as they are currently required. This is an outline job description and should not be regarded as an inflexible specification. Priorities may change in line with service needs and new duties introduced after consultation with the post holder. It is anticipated duties will change over time and the job description may need to be reviewed in the future.

PERSON SPECIFICATION

Customer Service Officer / Receptionist

	ESSENTIAL	DESIRABLE
Education and Qualifications	GCSE English or equivalent	
Knowledge, Skills and Experience	<p>Office/clerical experience</p> <p>Liaison with customers/clients on telephone</p> <p>Experience of dealing with members of a multidisciplinary team</p> <p>Ability to communicate well both verbally and in writing in a professional manner</p> <p>Ability to demonstrate an understanding of confidentiality requirements</p> <p>Ability to work and establish good working relationships at all levels with different disciplines</p> <p>Ability to work under pressure in a calm and professional manner</p> <p>Ability to take decisions using own initiative and be aware of own responsibilities</p> <p>Ability to organise and prioritise own workload and work effectively unsupervised</p>	<p>NHS experience</p> <p>Cash-handling experience</p> <p>Reception experience</p>



<p>Aptitudes</p>	<p>Honest</p> <p>Good numeracy skills.</p> <p>Excellent communication skills including ability to listen, to discuss and to inform clearly; ability to record in writing both clearly and accurately; ability to produce reports.</p> <p>Intelligent, clear thinking and analytical.</p> <p>Able to take an overview, prioritise effectively and plan strategically</p> <p>Ability to make decisions, use own initiative and be innovative Self-motivated, reliable and dedicated</p> <p>Ability to work under pressure and be even tempered</p> <p>Well organised and meticulous with good time management, leadership and delegation skills</p> <p>Able to work as part of a team, to promote a good team spirit and to be sensitive and assertive as appropriate.</p> <p>Able to manage conflict</p>	<p>Ability to keep internal key internal partners informed by distilling information and providing regular reporting structure</p> <p>Able to develop local networks</p> <p>Able to provide support and cross cover at most levels</p>
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