

FAIRFIELD INDEPENDENT HOSPITAL

JOB DESCRIPTION

| | |
|------------------------|-------------------------|
| JOB TITLE: | Reception Administrator |
| DEPARTMENT: | Administration |
| BAND: | B |
| HOURS: | 37.5 hours |
| CONTRACT: | Permanent |
| RESPONSIBLE TO: | Head of Administration |
| ACCOUNTABLE TO: | Head of Administration |

Job Summary

Administrative support on the Main Reception desk as well as providing administrative support to various departments across the hospital.

Role & Responsibilities

- Provide competent and high-level administrative support.
- Assist administratively across all areas of the hospital.
- Preparing and scanning records including medical records.
- Retrieving and preparing medical records.
- Have good written and verbal communication skills, including a pleasant and helpful telephone manner.
- Make and amend clinic appointments.
- Charging, billing and invoicing patients.
- Sorting mail and handling outgoing mail.

- Direct visitors ensuring security procedures are followed i.e. signatures and identity badges obtained.
- Participate in personal development activities and undertake statutory and mandatory training for the post.
- Adhere to the all hospital policies and procedures.
- Contribute positively to new ways of working and participate in modernisation initiatives which may involve changes in technology, environment or system.
- Adhere to GDPR and ensure confidentiality at all times.

The above list is not exhaustive but reflects main duties of the post. It will be reviewed periodically to respond to the changing needs of the service, in consultation with the post holder.

Additional responsibilities

Communication

The post holder will be required to delivery of exceptional front of house services. The post holder will be required to adhere to the organizations standards of customer care and uphold the Hospital values acting with integrity and putting patients first at all times.

Health & Safety

It is the responsibility of all employees to work with managers to achieve a healthy and safe environment, and to take reasonable care of themselves and others. Specific individual responsibilities for Health & Safety will be outlined under key responsibilities for the post.

Infection Control

All staff will adhere to infection control policies and procedures at all times.

Information Governance

As an employee you will have access to information that is sensitive to either an individual or to the organisation and you are reminded that in accordance with the requirements of Information Governance, NHS Code of Confidentiality, Data Protection Act 1998 and also the terms and conditions in your contract of employment, you have a duty to process this information judiciously and lawfully. failure to do so may result in disciplinary action.

Rehabilitation of Offenders Act 1974

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment within the Hospital but must be declared in writing at the appropriate stage during the recruitment process.

Equality & Diversity

It is the responsibility of every member of staff to understand our equality and diversity commitments and statutory obligations under current equality legislation including the Disability Discrimination Act 2005, the Equality Act 2006 and the Race Relations (Amendment) Act 2000 and to:

All employees must act in ways that support equality and diversity and recognizes the importance of people's rights in accordance with legislation, policies, procedures and good practice.

Smoke-free Policy

This Hospital operates a Smoke-free policy. This means that smoking is not permitted anywhere within owned or leased premises, including within their grounds and within owned or leased vehicles.

The job description does not form part of the Contract of Employment.

| |
|--------------------------|
| Name of Postholder: |
| Signature of Postholder: |
| Date: |