

**Job Description**

Job Title	Receptionist
Corporate Function	Corporate
Band	3
Responsible to	Corporate Support Officer
Accountable to	Corporate Support Officer
Hours	Full time
Location	County Hall. Preston
Budgetary responsibility	None
Manages	
Direct reports	None
Indirect reports	None

**Purpose and remit**

The Lancashire and South Cumbria Integrated Care Board (ICB) was formally established as a new statutory body on 1 July 2022, replacing the eight clinical commissioning groups across Lancashire and South Cumbria.

Our role is to join up health and care services, improve people's health and wellbeing, and to make sure everyone has the same access to services and gets a positive experience from treatment. We also oversee how money and resource is utilised to ensure that funding is spent to ensure health services are effective, consistent and of high standard

Lancashire and South Cumbria ICB is a complex organisation serving a population of over 1.8 million people.

To provide and be responsible for an efficient, effective and quality face to face reception, meeting facility, telephone and post room support service within the ICB.

**Key responsibilities**

The role will be varied and will adapt over time as the ICB develops. However, the postholder is expected to fulfil the following key functions: -

1. Face to face reception duties including providing any assistance that visitors require. A fulltime presence on site at County Hall is required.

2. The booking and organisation of meeting and conference room space and managing stationery stock and meeting room refreshments.
3. Answering the main ICB telephone line and directing calls as necessary.
4. Managing incoming and outgoing post.
5. Manage the central reception inbox.
6. Assist with room bookings and manage the UBook system.
7. Assist with IT, fob and access for ICB staff.
8. Liaising with the relevant contact on reported health and safety issues.
9. Act as fire wardens and first aiders for the ICB.
10. Liaise with landlord on building issues.

### **Key working relationships**

The post holder will have regular contact with a wide range of staff at all levels within the ICB as well as a wide range of external visitors.

### **Main duties and responsibilities**

1. Reception
  - Provide a professional, friendly, and helpful face to face reception service including providing any assistance that visitors require.
  - Maintain office security arrangements for visitors such as the visitor book and the issue of visitor badges.
  - Be a point of contact for any assistance required by visitors or for signposting staff. Issues such as accessing WiFi, borrowing equipment for meeting use (speakers, remote controls for projectors etc)
2. Meeting Room Management
  - Manage the booking of meeting room space.
  - Organise and set up meeting and conference room space according to the requirements of the meeting organiser.
  - Manage meeting room stationery stock and refreshments.
3. Telephones
  - Answering the main ICB telephone line and directing calls as necessary.
  - Assist with telephone queries as required.
4. Managing incoming and outgoing post.
  - Deal with incoming and outgoing post and deliveries for the ICB
  - Log correspondence as appropriate
  - Arrange couriers as required.

5. Central reception inbox
  - Manage the inbox and deal with queries as required.
6. UBook system.
  - Assist with room bookings.
  - Set up staff on the UBook system.
  - Manage any issues associated with the system.
7. IT, fobs and access for ICB staff
  - Assist staff with fobs and access requirements.
  - Assist staff with logging IT issues.
  - Assist with the ordering of IT equipment.
8. Health and Safety
  - Liaise with the relevant contact on reported health and safety issues.
  - Act as fire wardens for the ICB.
  - Act as first aiders for the ICB.
  - Conduct building inductions for new ICB staff.
9. The Building
  - Liaise with the landlord FM team (LCC) for building issues.

The main duties and responsibilities described above are not exhaustive and the post holder expected to take on other responsibilities or specific tasks as required as requested including any other administrative tasks as required.

Further, over time it is likely the remit and requirements of the role will evolve, and the post holder will be required to adjust their working approach and style to accommodate this with the full support of line managers.

**Person specification**

<b>Experience</b>	Previous reception and/or administration experience
<b>Qualifications</b>	Good general education NVQ L2 in a relevant subject or equivalent experience
<b>Skills</b>	Working knowledge of Microsoft Office Clear communication skills Professional and service oriented Ability to work effectively as part of a team Able to prioritise workload and work under pressure

**Effort, skills and working conditions**

<b>Physical skills</b>	<ul style="list-style-type: none"> <li>Office environment; Standard keyboard skills</li> </ul>
<b>Physical effort</b>	<ul style="list-style-type: none"> <li>Office environment; required to undertaking typing and keyboard activity.</li> <li>Able to organise meeting rooms</li> </ul>
<b>Mental effort</b>	<ul style="list-style-type: none"> <li>The position involves unplanned interruptions</li> <li>The work is unpredictable, and the post holder may have to adapt to change in a short time and be able to deliver outcomes</li> </ul>
<b>Emotional effort</b>	<ul style="list-style-type: none"> <li>The post holder must be able to work successfully under pressure of time and resources</li> <li>The post holder will be required to deal with competing demands from both internal ICB staff and external visitors.</li> </ul>
<b>Working conditions</b>	<ul style="list-style-type: none"> <li>On site office environment</li> <li>VDU use on a regular basis</li> </ul>

**Supplementary Duties & Responsibilities**

- To ensure own actions contribute to the maintenance of a quality service provision.
- To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- To participate in the ICB performance and development review and to undertake any identified training and development related to the post.
- To undertake statutory and mandatory training as deemed appropriate by the ICB.
- To develop and maintain effective working relationships with colleagues.
- To adhere to all ICB policies and procedures.

- The post holder shall as necessary, provide cover for and undertake duties of absent colleagues.

### **Information Governance, Data Protection & Confidentiality**

All staff are expected to Ensure the confidentiality and security of all information that is dealt with while performing your duties in accordance with the requirements of the Data Protection Act 2018 and adhere to the principles of Caldicott;

### **Health & Safety**

In accordance with the Health and Safety at Work Act 1974 and other supplementary legislation, you are required to take reasonable care to avoid injury during work and co-operate with the ICB and others in meeting statutory regulations.

### **Risk Management**

You are required to contribute to the control of risk and use the incident reporting system to alert the ICB of incidents or near misses that may compromise the quality of services.

### **Infection Control**

All staff have a duty to comply with policies and guidelines in relation to Infection Prevention and Control.

### **Equality & Diversity**

The ICB 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 an ICB we value the diversity of our staff and service users, and therefore recognise and appreciate that everyone associated with the ICB is different and so should be treated in ways that are consistent with their needs and preferences.

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

### **Safeguarding Children and Adults**

The ICB has a zero-tolerance approach to the abuse of children, young people, and vulnerable adults. All staff must ensure they adhere to the ICBs (Integrated Care Board) safeguarding children and adults' policy and comply with the Local Safeguarding Children and Adult Board procedures

### **Codes of Conduct and Accountability**

You are required to comply with codes of conduct and accountability and any relevant codes of conduct dependent on profession (e.g., N&M/NHS Managers/Allied Health Profession etc).

## **External Interests**

Each member of the ICB's staff is responsible for ensuring that any external interest they have does not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a conflict of interest.

## **Notes**

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 their manager.