

Job description and person specification

Job title:	Receptionist
Band:	2
Accountable to:	Principal Cardiac Physiologists
Responsible to:	Clinical Service Manager

Thank you for considering a role at the [West Suffolk NHS Foundation Trust](#)

First for our patients, staff, and the future



Our **patients** are at the centre of everything we do. The quality of care that we provide is our driving force. We strive to deliver the best patient outcomes and experience in the most appropriate setting available. We are committed to joining up services locally, collaborating with our partners and supporting our staff to make continuous improvements – no matter how big or small – that challenge us all to raise our standards.

We believe our **staff** must take good care of each other, so together we can take good care of our patients. We aim to build a fair, open, and learning culture that is inclusive and supports all staff to develop their careers. We

want to be recognised as a great place to work.

Advancing our digital and technological capabilities to better support the health and wellbeing of our communities is vital. We want to be at the forefront of these changes and have an opportunity to progress this through the planning of a new healthcare facility. Together with patients, public and staff, we will shape health and care services that are fit for current and **future** needs, helping people to stay well and get well.

Our values

We believe that how we do things is just as important as what we do.

Our Trust values of fairness, inclusivity, respect, safety, and teamwork (FIRST) are the guiding principles and behaviours expected of our staff and which run through our organisation.

We use them to improve the services we provide to our community and the way that we work as a team and with our partners. As a member of our team, you will need to live these values, placing them at the heart of everything you do.



[You can find out more about our vision and values by reading our five-year strategy **First for patients, staff, and the future** here.](#)

Job summary:

JOB PURPOSE:

As a member of the Diagnostic Cardiology Team, support the administrative functions within the team, and all other linked areas e.g. Wards, Clinics and the catheter lab.

In the performance of duties, the post holder will be required to liaise with medical and nursing staff and other departments across West Suffolk NHS Foundation Trust as necessary.

KEY TASKS:

1. Communication and Team Working

- To meet and greet patients on Diagnostic Cardiology Reception area, in an appropriate, polite and helpful manner to assist in ensuring the patient experience is as positive and pleasant as possible in line with the Trust 'Putting Patients First' initiative.
- To be an effective member of the Diagnostic Cardiology team supporting colleagues and providing cover as required, including preparation and quality assurance as well as reception duties.
- Facilitate improved communication within the department and between other departments, clinicians, managers, ward staff and other personnel.
- To utilise tact and persuasive skills when there are barriers to understanding (i.e. language barriers, patient or family members who are emotional, abusive or under the influence of drink or drugs) in order to minimise personal risk

2. Planning and Organising

- To assist the Manager in maintaining departmental performance with regard to quality and quantity by upholding agreed standards
- To monitor own performance against previously agreed objectives as identified in the appraisal process
- To assist in the planning and organising of outpatient diagnostic clinic lists to include the re-scheduling of follow up appointments, completion of clinic outcome codes and facilitating clinic income coding.

3. Managing – People and Resources

- To take personal responsibility to ensure the correct usage of all resources provided by the Trust to perform assigned tasks
- To identify, support implementation and participate in any cost improvement measures as required by the department or the Trust

4. Training and Teaching

- To actively seek and attend in-house training, workshops, formal training, open discussions, and briefings from various expert sources, in order to maintain current efficiency and to increase knowledge and experience levels as required
- To actively seek knowledge and experience levels required to achieve and maintain agreed objectives.
- To be responsible for attaining and maintaining proficiency levels necessary to support the patient record and clinic process
- Attain and maintain proficiency levels in all relevant tasks within the Diagnostic Cardiology team and perform these duties as required
- To be responsible for providing training to new or less experienced members of staff, as required

5. Policy and Service Development

- To adhere to West Suffolk NHS Foundation Trust current Policies and Procedures and conform to Standards established by the Diagnostic Cardiology Manager.
- To ensure that correct procedures are adhered to relating to telephone calls into department and take appropriate action as necessary
- To work within an overall framework of Clinical Governance
- To support the Manager in the implementation of Trust Policies such as Risk Assessment and Incident Reporting management

6. Administration

- To attend discussions, meetings, and functions that have a direct bearing on the patient record and clinic process, as required
- To uphold highest levels of efficiency relating to the correct usage of the Cardiology Database, e-care, Hospital Information Support System (HISS), Patient Administration System (PAS), and any other data storage system required to maintain standards
- To be knowledgeable of the correct procedures for developing and maintaining the patient healthcare record
- To be knowledgeable in the correct procedures of the Electronic Document Management System.
- To be knowledgeable in all MAJAX procedures related to the Diagnostic Cardiology department.

7. Clinical and Professional

- To support the Trust in complying with National Standards, for example Information Governance.
- To work within legal guidelines, for example Health and Safety, Manual Handling and Data Protection

Person specification

Requirements	Essential	Desirable	Evidence
Education and qualifications	Maths and English to GCSE grade A-C or equivalent	Medical terminology knowledge	Application Interview
Experience and knowledge	Experience of working within a team-based environment Reception Experience	NHS experience Clerical experience Knowledge and experience of E-Care	Application Interview
Skills and abilities	IT skills Ability to work calmly in a busy environment Polite and efficient manner An ability to prioritise. Interpersonal skills Time management skills		Application Interview
Personal qualities	Team player Flexible approach to working hours/duties Analytical and conscientious approach to work		Application Interview

GENERAL NOTES

CHANGES TO JOB DESCRIPTION

The duties outlined above are subject to changes, after consultation with post holder, which meet the needs of the service as a result of the full implementation of the Trust Plans.

INFORMATION TECHNOLOGY

Staff are expected to develop the IT skills necessary to support the tasks included in their post. They will, therefore be required to undertake any necessary training to support this.

MAJOR INCIDENTS

The post holder is required to conform to the Trust's Policy, Strategy, Plans and Procedures for Business Continuity Incidents, Critical Incidents and Major Incidents (including for Security and Fire incidents), and is to contribute to the planning for such events. This is to apply to all Trust areas of responsibility, including the Community. Furthermore, the post holder is to attend mandatory training sessions and validation exercises as required.

HEALTH AND SAFETY

West Suffolk NHS Foundation Trust recognises the importance of having happy, healthy staff in order to deliver the outstanding care we are so proud of. The Trust offers a wide range of benefits to help staff maintain and improve their health and wellbeing. The post-holder will be expected to prioritise their own health and to make use of the facilities and services available to them. Every member of staff also has a responsibility to contribute to creating a happy, healthy work environment for others and to look out for colleagues' health and wellbeing.

QUALITY IMPROVEMENT

Continuous quality improvement is a core responsibility for everyone. Every member of staff's work ultimately impacts upon the quality and safety of the care we provide. All staff are expected to participate in continuous quality improvement in their immediate work areas. Training and support is provided.

FREEDOM TO SPEAK UP / TO IMPROVE

It is the pledge of the West Suffolk NHS Foundation Trust to never walk by an opportunity to make things better for staff, patients and relatives. It is the responsibility of all staff to highlight any areas of concern.



opportunity
to highlight

CONFIDENTIALITY

In the course of their duties employees will have access to confidential material about patients and members of staff. On no account must information relating to patients/staff/individuals be accessed by **anyone** unless there is a legitimate reason, for example, medical staff in relation to direct patient care, investigation of a complaint. If there is any doubt as to the whether access is legitimate, advice must be sought from the Information Governance Team. Breach of this policy will be regarded as gross misconduct and could result in disciplinary action.

INFECTION CONTROL

It is the personal responsibility of the post holder to adhere to the Trust policies and procedures outlined in the Infection Control Manual and any other Infection Control policies, procedures and practices which may be required from time to time.

NO SMOKING POLICY

In recognition of the Trust's commitment to health promotion and its health and safety responsibility, the Trust has a no smoking policy that prevents all staff from smoking whilst on duty.

EQUALITY, DIVERSITY AND INCLUSION

West Suffolk NHS Foundation Trust aims to ensure that no employee or job applicant receives less favourable treatment because of their age, disability, ethnicity, race, colour, nationality, ethnic or national origin or on the grounds of gender, gender reassignment, marital or civil partnership status, pregnancy and maternity, religion or belief, sexual orientation; or is disadvantaged by conditions or requirements which are not justified by the job to be done.

This also applies to patients. The Trust has a duty to ensure patients have the right to equal access, care and treatment. All employees are expected to comply with this policy.

DATA QUALITY

The information that you record as part of your duties at the Trust must be 'fit for purpose', reliable and easily accessed by appropriate/authorised personnel. To achieve this standard the information must be: accurate, legible (if hand written), recorded in a timely manner, up to date and appropriately filed.

FREEDOM OF INFORMATION

As an employee of the Trust, you are required to recognise a request from the public for information in accordance with the Trust's Freedom of Information Policy. All requests must be sent to the Information Governance Team.

INFORMATION ASSET OWNERS (IAO)

All Corporate Managers & Heads of Department are expected;

- To understand how information assets in their departments are used and for what purposes
- How information is created, amended or added to over time
- Who has access to the information and why
- Who the information is shared with and how
- Carry out any risk assessments regarding the safe handling of information
- Ensure that staff are aware of Information Governance policy regarding handling of information

More information is available from the Head of Information Governance.

CODES OF CONDUCT FOR NHS MANAGERS

Managers are required to carry out their duties in a manner which complies with the Codes of Conduct for NHS Managers Directions 2002.

STANDARDS OF BUSINESS CONDUCT & CONFLICT OF INTEREST

The NHS Code of Conduct and Standards of Business conduct for NHS Staff require all employees to declare all situations where you or a close relative or associate has a controlling interests in a business [such as a private company, public organisation or other NHS or voluntary organisation] or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. All such interests must be declared in the register of interests either on appointment or when such interests are gained. All employees are required to ensure they understand and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.

FRAUD, BRIBERY AND CORRUPTION

The Trust has a zero-tolerance stance towards any acts of Fraud, Bribery and all staff should make themselves fully aware and understand the contents of the Trust's Fraud and Anti Bribery Policies. Any such activities will be subject to disciplinary and/or criminal action by the Trust.

STANDING FINANCIAL INSTRUCTIONS

All staff must comply with the Trust Standing Financial Instructions when committing the Trust to expenditure, including staff related costs.

SUSTAINABILITY

In supporting the Trust's policy on Carbon Reduction it is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computer monitors and equipment when not in use, minimising water usage and reporting faults promptly.

ACTIVE TRAVEL

The Trust supports the Cycle2Work scheme which helps an employee acquire a bike and safety accessories to the value of £1000, through their employer. An employee could make up to 42% savings on a brand new bike and safety accessories as they will not have to pay any tax on the benefit. There are 246 cycle storage spaces on the West Suffolk site.

See the travel pages on the intranet for further details.

NHS FOUNDATION TRUST

Employees of West Suffolk NHS Foundation Trust automatically become staff members of the Foundation Trust, unless they choose to opt out. On leaving the Trust, individuals automatically transfer to public membership, subject to their remaining in the catchment area, unless they request not to do so.

POLICIES AND PROCEDURES

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which the Trust may amend from time to time.

COMMUNITY STAFF

This also includes the policies and procedures that were in place for the community staff before they transferred into West Suffolk NHS Foundation Trust.

REVIEW & MONITORING

This policy and procedure will be reviewed and monitored annually by the Executive Director of Workforce and Communication in consultation with Trust Council

WEST SUFFOLK NHS FOUNDATION TRUST
TERMS AND CONDITIONS OF EMPLOYMENT

Band 2 Salary Scale:

Minimum	£22,383 pa
Increment 1	£22,383 pa
Increment 2	£22,383 pa
Increment 3	£22,383 pa
Increment 4	£22,383 pa
Increment 5	£22,383 pa
Increment 6	£22,383 pa

Pro rata for part time

Until such time as local pay determination policies have been agreed by the Trust and implemented, the Trust will, in determining the salary, take due account of the pay rates for this post, in NHS employment and any changes to those rates which the Secretary of State for Health may authorise from time to time.

New entrants will normally enter the salary scale at the minimum of the scale.

HOURS OF DUTY: See NHS Jobs advert

ANNUAL LEAVE: 202.5 hours per annum plus public holidays (This is the annual leave entitlement for **full time employees who are working 37.5 hours per week** and will be pro rata for part time employees)

PENSION SCHEME: All staff are eligible to join the NHS Pension Scheme. Under the scheme, contributions are deducted at source from salary. Deductions will automatically be made for eligible employees unless they opt formally to withdraw from the scheme. In order to opt out, employees should contact the Pensions Administrator at Serco on 0844 931 2005.

PERIOD OF NOTICE: Two months

TERMS AND CONDITIONS OF SERVICE: All terms and conditions of service are laid down by the West Suffolk NHS Foundation Trust, details of which can be seen in the HR Department.

PROTECTION OF CHILDREN AND VULNERABLE ADULTS: The Trust is committed to carefully screen all successful applicants who will work with children or vulnerable adults via the Disclosure and Barring Service (DBS police check). These applicants will be informed during the interview process of the screening procedure.

RETIREMENT POLICY:

The Trust does not operate a compulsory retirement age for its employees and is committed to equal opportunities for all employees.

The Trust operates a flexible retirement policy and employees may voluntarily retire at a time of their choosing. Employees should inform their Line Manager in writing of their intention to retire, giving contractual notice in accordance with their contract of employment. Written notification should be given even if the employee intends to return to employment with the Trust after accessing their pension.

Employees should consider their pension provision and take independent financial advice before making any decision in relation to their retirement. Employees need to give the NHS Pensions Agency a minimum of five months' notice of their intention to retire and access their pension.

LEASE CAR INFORMATION:

The Trust operates a Lease Car policy, dependent on department facility, for those staff required to travel on Trust business in excess of 3,500 miles per year. If your department offers a 'business only' car, this can be provided at no cost and alongside managers discretion, or you can select a vehicle of your choice if you wish to have private use, and the appropriate charge will be made. Mileage will be paid at the Agenda for Change standard rate whilst waiting for delivery of your vehicle and, if you choose not to have a Lease Car, your business miles will be reimbursed at the rate of 24 pence per mile.

SOCIAL AND GENERAL:

The West Suffolk Hospital has two shops on site. Reasonably priced meals and snacks are available in the staff restaurant, and Courtyard Café. The hospital is sited in landscaped grounds and adjoins Hardwick Heath.

There is a swimming pool available to all staff at a subsidised rate, at the Moreton Hall Health Club. For further details, please refer to the Intranet.

The Trust has partnered with Abbeycroft Leisure to fund all staff free access to Abbeycroft Leisure centre activities; including Abbeycroft@home (live online and on demand group exercise classes) group exercise classes, gym and swim sessions, courts and pitches.

Abbeycroft@home offers live classes streamed every day, whilst the on-demand library of sessions are available to watch whenever you want. Classes include Zumba, clubbercise, Les Mills and much more.

CHILDCARE:

The West Suffolk Hospital Trust has access to a Childcare Co-ordinator, who can provide information on good quality childcare. The Childcare Co-Ordinator can be contacted on 01284 712918. The Trust has an on-site Nursery, 'Busy Bees', accepting children from three months to five years. Enquiries can be made to the Manager by email to westsuffolk@busybees.com.

April 2023

Human Resources and Communications Directorate