

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>DIGITAL RECEPTIONIST</b>
<b>BAND:</b>	<b>3</b>
<b>DEPARTMENT:</b>	<b>DIGITAL ADMINISTRATION</b>
<b>DIRECTORATE:</b>	<b>DIGITAL</b>
<b>REPORTING TO:</b>	<b>DIGITAL ADMINISTRATION &amp; PROJECT INITIATION MANAGER</b>
<b>ACCOUNTABLE TO:</b>	<b>ASSOCIATE DIRECTOR INNOVATION &amp; TRANSFORMATION</b>

### JOB SUMMARY

The Digital Receptionist is a key role within the Digital Administration team. The post is the first point of contact within a busy environment and welcomes all in a professional and friendly manner.

The postholder is responsible for a range of reception and administrative duties and functions within the wider team and ensures that they are carried out efficiently, effectively, and up to a high standard.

The postholder will work alongside and cover, when appropriate, other reception staff at The Green.

The Digital Administration & Project Initiation Team comprises of the following functions:

- Digital Administration
- Digital Project Initiation
- Digital PMO
- Digital Communications
- Digital People Participation

### KEY RESPONSIBILITIES

- Providing an excellent front of house service to staff and visitors to The Green, ensuring that reception is covered
- Ensure that service delivery standards are achieved in relation to call management, incident management and problem management
- This role is responsible for resolving issues and queries in a timely manner
- Work collaboratively and assist the team and wider department as necessary. Act as an ambassador for the Digital Department, ensuring the positive development of the service brand, championing the Trust's values
- Responsible for assisting in small projects which may impact across the department

### MAIN DUTIES AND RESPONSIBILITIES

Performance and Quality	<ul style="list-style-type: none"> <li>▪ To receive all incoming calls and all visitors to The Green and deal with appropriately in a courteous and helpful manner.</li> <li>▪ To be aware of the various teams' daily movements, where to contact them and to call them when required and appropriate.</li> </ul>
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	<ul style="list-style-type: none"> <li>▪ To assist in providing a flexible administrative service and to undertake several office duties at the request of the line manager.</li> <li>▪ To co-ordinate and oversee The Green room bookings and report any problems to the line manager</li> <li>▪ To deal with a range of queries from the public and other agencies in a polite and helpful manner, whilst working in reception also by telephone and face to face encounters, seeking advice and guidance from admin team members as appropriate.</li> <li>▪ Ensure all messages are correctly recorded and promptly passed to relevant team members/other personnel.</li> <li>▪ When appropriate, and with agreement with the line manager, be responsible for ad hoc and one off secretarial/admin duties for directors/managers within The Green.</li> <li>▪ To maintain office systems and processes to ensure information relating to users of the service is accessible to relevant staff maintaining confidentiality at all times.</li> <li>▪ When required, book couriers and ensure mail is collected via the agreed method and sent out in a timely manner.</li> <li>▪ To receive regular one to one and team supervision from the line manager.</li> <li>▪ As a reception member to work flexibly in order that essential priority tasks are covered and dealt with.</li> <li>▪ To use information technology for a range of purposes.</li> <li>▪ To report to the line manager any issues that are of concern relating to health and safety of the building.</li> <li>▪ To have excellent verbal, written and communication skills</li> <li>▪ To induct new staff to reception administration systems</li> <li>▪ To have the ability to remain calm and sensitive in difficult and stressful situations.</li> <li>▪ When required be a point of contact for taxi drivers/managers and responsible ad hoc bookings for staff/service users.</li> <li>▪ Ensure all security guidelines are followed when receiving visitors, deliveries and maintenance personnel.</li> <li>▪ Adopt and implement agreed service developments in line with the Directorate and Trust objectives</li> </ul>
<p>Financial and Physical Resources</p>	<ul style="list-style-type: none"> <li>▪ Responsible for ordering and maintaining stationery supplies and refreshments for The Green</li> <li>▪ This post will require physical skills in assisting with deliveries received, ensuring IT equipment is delivered to the correct recipients using the appropriate tools i.e., trolleys.</li> <li>▪ The postholder will be required to have good keyboard skills and be able to utilise Microsoft applications i.e. Word and Excel.</li> </ul>
<p>Personal Skills and Qualities</p>	<ul style="list-style-type: none"> <li>▪ Undertake annual Performance Review and Personal Development Planning.</li> <li>▪ Responsible for own personal development</li> <li>▪ Good communication skills, both verbal and written</li> <li>▪ Customer focussed</li> </ul>



**JOB DESCRIPTION AGREEMENT**

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder.

**Statement on Employment Policies**

In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities: -

<b>Health and Safety</b>	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
<b>Equal Opportunities</b>	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.  For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.
<b>Dealing With Harassment/ Bullying In The Workplace</b>	The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.  The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly, and supportive working environment free of any harassment or intimidation based on individual differences.  Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.
<b>No Smoking</b>	To refrain from smoking in any of the organisation's premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
<b>Alcohol</b>	To recognise that even small amounts of alcohol can impair work performance and affect one's ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours is not permitted.
<b>Confidentiality</b>	As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to



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	<p>an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&amp;T Security Policy.</p> <p>To safeguard at all times, the confidentiality of information relating to patients/clients and staff.</p>
<b>General Data Protection Regulation (GDPR)</b>	<p>To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR.</p> <p>As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People &amp; Culture Department.</p>
<b>Safeguarding</b>	<p>All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.</p>
<b>Service User and Carer Involvement</b>	<p>ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day-to-day work.</p>
<b>Personal Development</b>	<p>Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your manager on an annual basis, with regular reviews.</p>
<b>Quality Improvement</b>	<p>The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.</p>
<b>Professional Standards</b>	<p>To maintain standards as set by professional regulatory bodies as appropriate.</p>
<b>Conflict of Interests</b>	<p>You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.</p>
<b>Risk Management</b>	<p>Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.</p>
<b>Personal and Professional Development/Investors in People</b>	<p>The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.</p>
<b>Infection Control</b>	<p>Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities:</p> <p>Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.</p>



	<p>Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.</p>
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## PERSON SPECIFICATION

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ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
<b>Education/ Qualification/ Training</b>	<ul style="list-style-type: none"> <li>English GCSE or equivalent</li> </ul>	E	S/I
<b>Experience</b>	<ul style="list-style-type: none"> <li>Previous experience of working within an administrative team/function</li> </ul>	E	S/I
	<ul style="list-style-type: none"> <li>Basic office experience and protocols</li> </ul>	E	S/I
	<ul style="list-style-type: none"> <li>Experience of working in a mental health organisational environment</li> </ul>	D	S/I
	<ul style="list-style-type: none"> <li>Working in a Multidisciplinary Health Team</li> </ul>	D	S/I
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Excellent customer service /reception skills</li> </ul>	E	S/I
	<ul style="list-style-type: none"> <li>Ability to communicate effectively, both written and oral</li> </ul>	E	S/I
	<ul style="list-style-type: none"> <li>Knowledge of working in a Digital/Administration environment</li> </ul>	D	S/I
	<ul style="list-style-type: none"> <li>Computer literacy</li> </ul>	E	S/I
	<ul style="list-style-type: none"> <li>Knowledge of digital security guidelines and procedures</li> </ul>	E	S/I
	<ul style="list-style-type: none"> <li>Understanding of confidentiality</li> </ul>	E	S/I
	<ul style="list-style-type: none"> <li>Understanding of office procedures</li> </ul>	E	S/I
<b>Personal</b>	<ul style="list-style-type: none"> <li>Post handling skills</li> </ul>	D	S/I
	<ul style="list-style-type: none"> <li>Customer focussed</li> </ul>	E	S/I
	<ul style="list-style-type: none"> <li>Polite and friendly</li> </ul>	E	S/I
	<ul style="list-style-type: none"> <li>Methodical approach to work.</li> </ul>	E	S/I
	<ul style="list-style-type: none"> <li>Able to concentrate in a busy multi-purpose environment when checking information and when answering queries from staff, customers.</li> </ul>	E	S/I
	<ul style="list-style-type: none"> <li>Self-motivated.</li> </ul>	E	S/I
	<ul style="list-style-type: none"> <li>Ability to work on own initiative</li> </ul>	D	S/I

S: Shortlisting

I: Interview

T: Test

