



## Job Description

<b>Job Title</b>	:	<b>Health Centre Receptionist</b>
<b>Responsible to</b>	:	<b>Health Centre Manager</b>
<b>Department</b>	:	<b>Health Centre</b>
<b>Last reviewed</b>	:	<b>July 2020</b>

### Job Outline and Purpose:

The Health Centre Receptionist provides conventional front line receptionist services and administrative assistance to the school Health Centre.

The role supports the Health Centre staff in the effective and efficient smooth running of the Health Centre in order to provide the best possible service to the school community.

The nature of a 24hr a day, 7 days per week boarding school require staff to work flexibly and as the School is used by pupils at weekends, there may be a requirement for the job holder to work early mornings, evenings and weekends.

### Duties:

The post-holder will:

- provide outstanding customer service to all visitors to the Health Centre, both in person and on the telephone
- undertake a wide range of general administrative and office duties, including, but not limited to dealing with emails, typing, writing letters, processing mail, making and receiving telephone calls, booking appointments, photocopying, research, circulation of information, general filing, maintaining files, updating the database, etc
- completing the day book and issuing appropriate forms to patients
- greet visitors and take all appropriate steps to ensure they are directed to the right place
- ensure that the reception area and waiting room is kept tidy
- make refreshments for visitors as required
- handle incoming telephone calls, route calls appropriately, deal efficiently and appropriately with all queries and making appropriate follow up calls to enquirers
- undertake specific administrative responsibilities in support of particular projects or members of staff
- assist in other areas of administrative work as and when the need arises and dealing with any other reasonable request by the Health Centre Manager or the Sister on duty

- remain up to date with all appropriate practices, procedures and regulatory requirements within your allocated areas of responsibility and to undertake your duties in line with established Haileybury practices and protocols
- assist the Health Centre Manager to design and implement efficient and effective working systems and to review and improve such systems over time, as required
- ensure that all work is supported with a transparent paper trail i.e. supported by and appropriate filing system which contains clear and accurate working papers
- establish and maintain effective communication channels and efficient/effective working relationships with other members of the department, School personnel and School customers
- keep the management team up to date and informed about all allocated areas of responsibility and to report any significant problems as appropriate and within a reasonable time frame
- make use of appropriate computer software and equipment and facilities in order to complete duties in the most efficient and effective way including word processing packages, spreadsheets, databases, etc
- undertake appropriate training to ensure that skills remain up-to-date and commensurate with the first class service required for this role
- complete all duties effectively, efficiently, accurately, and within allocated deadlines
- maintain a code of confidentiality commensurate with the role
- at all times carry out your duties in a safe manner, so as not to endanger yourself or other people. If you consider something is unsafe or likely to cause injury or ill health, you must report it to the management. You should read and understand the Haileybury Health and Safety Policy, which will be made available to you at your place of work
- such other duties as required to ensure the smooth running of the Health Centre, including but not limited to manning reception.
- assist in other areas of administrative work within the School which are within your skills and capabilities, as reasonably requested
- undertake your responsibilities at Haileybury in respect of Data Protection. Staff members are responsible for ensuring that any personal data held by them is kept securely. This includes, appropriate use of computer ID's and passwords
- undertake your responsibilities to promote the safety and wellbeing of children and young people

It should be noted that this job description identifies the current principal duties of the post; it does not detail every task to be undertaken. The post-holder will be required to undertake any duties as required by the Line Manager, which fall within their capabilities or the requirements of the School.

## **Person Specification**

### **Experience**

- experience in an administrative role
- prior experience of working within a customer facing role
- experience of working in a medical centre, school or other educational environment advantageous
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### **Skills**

- excellent administrative and organisational skills;
- good level of computer literacy, particularly Outlook, Word, Excel & Powerpoint
- excellent communication skills with all relevant client groups, both internally and externally
- ability to understand and operate within a school environment
- well organised with the ability to prioritise work to deadlines and under pressure
- ability to work in a way that promotes the safety and wellbeing of children and young people
- ability to maintain confidentiality with tact, diplomacy and discretion
- ability to work in a team and individually, using own initiative
- high level of accuracy with an eye for detail
- good numeracy and literacy skills
- confident, self-motivated and proactive
- enthusiastic with the ability to learn
- honest, polite, reliable, resourceful, flexible, punctual and committed

### **Qualifications**

- First Aid advantageous

### **Child Protection at Haileybury**

Though this role does not require the direct supervision of pupils, in addition to their job description, the job holder should be aware of their responsibilities for promoting and safeguarding the welfare of children and young persons who they may come into contact with whilst at Haileybury.

### **Health & Safety at Haileybury**

Under the Health and Safety at Work etc. Act 1974 and associated legislation, colleagues at Haileybury are expected to be comply with H&S requirements at all times, including but not limited to Risk Assessments, COSHH, PPE, Manual Handling and to follow Haileybury policies/procedures. Specifically, colleagues must continuously carry out all duties in a manner, which endangers neither themselves nor others. If you consider something is unsafe or likely to cause injury or ill health, you must rectify it if safe to do so, or report it to your immediate manager or the Health and Safety Manager.

### **Data Protection at Haileybury**

The School will comply with its obligations under the prevailing data protection legislation when processing your personal data. For further detail in this regard you should refer to the School's Data Protection Policy and the Staff Privacy Notice which can be found on the website <https://www.haileybury.com/privacy-notice>

### **Code of Conduct Statement**

Colleagues at Haileybury are expected to work together showing respect, courtesy and helpfulness, cooperatively working with a positive ethos and culture, whatever the staff member's position may be. Each individual should try to see and appreciate what others are doing and understand that the provision that we offer our pupils can flourish only with the active assistance of all concerned.