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# JOB TITLE: FRONT OF HOUSE Supervisor

(Main Hospital and Outpatients)

**RESPONSIBLE TO: Front of House Manager**

**ACCOUNTABLE TO: Director of Operations**

**JOB SUMMARY:**

To be responsible for leading the Front of House team to achieve and exceed the Hospital service standards.

The Front of House supervisor will support the Front of House manager to introduce innovation in patient services and customer care.

As a Front of House Supervisor, you will need to be able to demonstrate passion and energy to develop team members resulting in focused customer service and exceptional standards. This role is a full time, working 37.5 hours per week. Flexibility is required to meet the needs of the business.

To ensure the Front of House team remain professionally presented at all times, and to be able to supervise lead the front of house team as a working superior on Front of House providing comprehensive guidance and support to the team.

**Key Duties and Responsibilities**

* Responsible for overseeing training and compliance for all Front of House Staff
* Ensure that the highest possible levels of customer service are delivered by team members at all times.
* Support the Front of House team to meet the KPIs set for the department
* Ensure the rota for the Front of House Team is fully populated in line with business volumes and budgetary expectations.
* Assist the team in tackling various queries and resolving issues supporting the Front of House manager in management of incident investigations.
* Identify areas for service improvement and support the Front of House Manager in the delivery of this.
* To show a flexible approach to work whilst undertaking a wide range of tasks, ensuring that all visitors to the hospital receive a 5\* customer service and exemplary patient journey.

**Reception Supervisory Duties**

* To ensure the team welcome all patients, consultants, and visitors to the Hospital facilities and maintain good communications with any visitor. Inform the relevant staff and department of their arrival, and direct visitors to the correct location
* To always ensure provision of excellent customer service.
* To ensure all staff can assist patients, communicate with wards and admissions regarding transport requirements upon arrival, admission or discharge from the hospital
* To ensure all staff can assist with hospital deliveries, all internal and external, incoming and outgoing mail
* To ensure the team are competent in operating the telephone switchboard efficiently and courteously. Ensure that all incoming telephone calls on the switchboard are screened and directed to the appropriate department/person or take clear and accurate written messages, passing them promptly to the department/individuals concerned
* To ensure processes are in place for daily preparation of all registration forms prior to a patients’ arrival and accurate registration of all appointments on the booking system, ensuring that personal details are captured accurately
* To be responsible for the management of data collection and data quality for the front of House team ensuring monitoring, reporting and remedial actions are taken to ensure high standards of data management
* Ensure all patients credit cards are authorised upon arrival
* Prepare patient labels as/ when requested for patient procedures
* Ensure charge sheets are prepared for each clinic as and when requested, assist in capturing charges by collecting and forwarding documentation for administration to patient accounts daily
* Liaise closely with Admissions and Wards to ensure accurate admission and discharge information is held on the booking system and by the reception; note any room changes, ensuring dates and times are recorded and filed appropriately
* Tackle administrative duties of the reception – scanning registration forms and ensuring all patient person details are updated on the computer system
* Be fully competent in operating the hospital Emergency Messaging system
* Take responsibility for the initial operation of emergency systems according to the Hospital policy, initiate any emergency procedures i.e. Cardiac Arrest, Fire Alert and prepare to take instructions from Senior Managers as appropriate.
* Ensure that the Reception area and Library (waiting area) are presented clean and tidy during your shift at all times

**Security and Emergency Response Duties**

* To ensure the front of house team are conscious and vigilant, ensuring there are no breeches of security at the Hospital Main Reception, Outpatients Department, Front Entrance and immediate area including the waiting room
* Provide cover as an active member of the Emergency Response team in the Front of House Manager’s absence. To ensure your undisturbed availability during medical emergency situations as called upon within the hospital guidelines
* Be fully competent in operating the hospital Emergency Messaging system
* To deputise for the Front of House Manager in the management of access control and security card issuing for the Hospital staff.
* Take responsibility for the initial operation of emergency systems according to the Hospital policy, initiate any emergency procedures i.e. Cardiac Arrest, Fire Alert and prepare to take instructions from Senior Managers as appropriate.
* To deputise for the Front of House Manager with the management of VIP Standard operating procedures and processes.
* To ensure the front of house team screen all visitors, controlling the access through the Security Doors in the main Reception, ensure their arrival is recorded
* Ensure security checks are carried out daily, and during the silent hours as laid down in the Security Regulations
* Maintain the Hospital security policy and ensure all Visitors are processed in accordance with the Hospital’s security procedures, issuing passes as appropriate

**General**

* Develops and implements the necessary control measures for uniforms and operating equipment and supplies to manage costs effectively.
* Always maintain a welcoming approach and professional appearance
* Respect and maintain Patient and Hospital confidentiality at all times
* Attend departmental, staff and other meetings as required deputising for the Front of House manager where appropriate.
* Be aware of personal responsibilities regarding the Hospital policies and procedures and relevant UK domestic legislation directives and comply with them.
* Undertake any other duties/training applicable to this position, as required by your Supervisor or Senior Management

**Education**

* To complete the Hospital induction and orientation program.
* To not use any equipment or undertake any task until he/she has been deemed as competent
* To identify own developmental needs and identify how these might be met
* To comply with any training requirements stipulated by the hospital.

**Other Duties**

* To oversee that time critical and Urgent samples are delivered to the lab as and when required
* To assist with the management all internal and external, incoming and outgoing Hospital Mail
* Manage the Reception area as required when on late or night shift
* Assist Patients when requested with personal belongings, escort Patients to and from rooms
* To observe Health and Safety and Manual Handling Risk Assessment practices laid down by the Department and Hospital

This job description is intended as a guide to the general scope of duties and is not restrictive or definitive in any way and may be subject to a review.