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# JOB TITLE: FRONT OF HOUSE Operative

 (Main Hospital and Outpatients)

**RESPONSIBLE TO: Front of House Manager**

**ACCOUNTABLE TO: Director of Operations**

**HOURS:** 37.5 hours per week rotating shifts Monday to Sunday

**JOB SUMMARY:** To be an efficient and effective member of the Front of House Team, maintaining the highest standards of customer service at all times. To show a flexible approach to work whilst undertaking a wide range of routine and non-routine tasks, ensuring that all visitors to the hospital receive a gold standard service and exemplary patient journey. To be polite and well presented at all times, and to be able to work unsupervised as well as part of a team. The post holder will be required to work at both the main hospital and outpatient reception.

**Key Duties and Responsibilities**

***Reception Duties - Main Hospital***

* To welcome all patients, Consultants, and visitors into the Hospital facilities
* Inform the relevant staff and/or department of the patient/visitors arrival and to direct all patients/visitors to the correct location and/or to the Library to be collected.
* To provide excellent customer service at all times.
* To be fully competent in operating the telephone switchboard efficiently and courteously. To ensure that all incoming telephone calls on the switchboard are screened and directed to the appropriate department/person and/or take clear and accurate written messages, passing them promptly to the department/individuals concerned.
* Ensure patient admissions/discharges and lists are accurate and updated at all times using the Hospital computer system.
* Create a full Admission List each evening.
* Print computer reports as and when required.
* Liaise closely with Admissions to ensure accurate admission and discharge information is held and note any room changes, ensuring dates and times are recorded and filed appropriately.
* Register all outpatient appointments in Compucare ensuring that all information is captured accurately.
* To count and be responsible for any petty cash and sell food vouchers as required.
* To create name badges for all visitors to the Hospital.
* Be fully competent in operating the hospital paging system. Ensure all Pagers are checked daily after being returned each day by the user, reporting any faults to the Supervisor.
* 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 are presented clean and tidy during your shift at all times.
* To be fully aware of your surroundings at all times.

***Reception Duties - Emmanuel Kaye House, Outpatients***

* To greet and maintain good communications with all patients, Consultants, and visitors. Informing the relevant staff and/or department of their arrival and to direct all Visitors to the correct location.
* To provide excellent customer service at all times.
* Receive and action all clinic lists from consultants offices, entering clinics into Compucare on a daily basis.
* To prepare all registration forms prior to a patient’s arrival and register all patients.
* Arrive and finish all patients on compucare
* To invoice all patients as required and take full payments when necessary (card and cash).
* To invoice all Consultants at the end of each month for usages of the outpatient consulting rooms.
* To liaise with the Front of House Supervisor and Finance for any coding queries as may be required.
* Be fully competent in operating the Hospital Paging System.
* To be responsible for any Petty Cash.
* 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 is presented clean and tidy during your shift at all times.

**Security Duties**

* Be conscious and vigilant, ensuring there are no breeches of security at the Hospital Main Reception, Front Entrance and immediate area including the waiting room.
* Screen all visitors, controlling the access through the Security Doors in the main Reception.
* 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.

**Other Duties**

* Carry out all general routine portering duties when required
* To assist with 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.
* Deliver specimens and collect blood products to and from the pathology laboratories when required.
* To observe Health and Safety and Manual Handling Risk Assessment practices laid down by the Department and Hospital.

**General**

* Maintain a welcoming and professional approach at all times
* Respect and maintain Patient and Hospital confidentiality at all times.
* Attend staff meetings when notified.
* Undertake any other duties/training applicable to this position, as required by your Supervisor or Senior Management.