



## KING EDWARD VII's HOSPITAL

### King Edward VII's Hospital

### Front of House – Senior Receptionist

### Job Description

<b>Job Title:</b>	Front of House Senior Receptionist
<b>Department:</b>	Front of House
<b>Report to:</b>	FOH Manager
<b>Hours:</b>	Full-Time 37.5
<b>Contract:</b>	Permanent

**Key Working Relationships:** Patients and Visitors, Front of House Team, Clinical Staff, Administrative Staff, Security Personnel, Facilities Management, IT Support, External Vendors and Contractors

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#### Role Summary

As the Senior Receptionist at King Edward VII's Hospital, you will play a pivotal role in ensuring the smooth and efficient operation of the front desk. Your leadership will help create a welcoming and professional environment for patients, visitors, and staff. You will be responsible for overseeing day-to-day reception activities, managing a small team, and providing exemplary customer service.

#### Key Responsibilities:

- Lead and supervise the reception team to ensure high standards of service are consistently maintained.
- Greet patients, visitors, and staff in a friendly, professional, and courteous manner to create a welcoming and supportive environment.
- Manage patient check-ins, appointments, and enquiries efficiently to ensure smooth patient flow and minimise wait times.
- Oversee scheduling and coverage for the reception team to guarantee that the front desk is always adequately staffed.
- Handle issues or complaints swiftly and diplomatically to ensure all concerns are resolved professionally, enhancing patient and visitor satisfaction.
- Maintain a clean, organised, and welcoming reception area to create a professional and pleasant first impression for patients and visitors.

- Assist with administrative duties, including answering phones and managing mail to support the efficient operation of the hospital's front desk and administrative functions.
- Collaborate with other departments to ensure seamless coordination of patient care and services across the hospital.
- Support the Front of House Supervisor in training and developing the reception team to enhance their skills and ensure continuous improvement in service delivery.
- Adhere to hospital policies and procedures to maintain a safe and compliant working environment.
- Provide regular updates to management to keep them informed of front-of-house operations and any arising issues.

#### **Key Skills and Requirements:**

1. Previous experience in a similar receptionist or front-of-house role, ideally in a healthcare setting, to bring relevant knowledge and ensure seamless integration into the role.
2. Strong leadership and team management skills to effectively supervise and motivate the reception team, ensuring high levels of performance.
3. Exceptional communication and interpersonal skills to interact with patients, visitors, and staff professionally, fostering a positive experience for all.
4. Excellent organisational abilities and attention to detail to manage tasks efficiently and maintain a smooth-running reception area.
5. Ability to handle sensitive information with discretion and confidentiality to uphold patient privacy and comply with healthcare regulations.
6. A proactive, problem-solving approach to quickly address issues as they arise and ensure operations continue smoothly.
7. Proficiency in MS Office and patient management software (training provided) to handle administrative tasks and manage appointments effectively.
8. A commitment to delivering outstanding customer service to ensure patients and visitors feel valued and receive the best care possible.
9. Flexibility and adaptability to handle the varied demands of a busy front-of-house role, ensuring no disruptions to service delivery.
10. Ability to work in a fast-paced environment while maintaining calm and professionalism, particularly during peak times.

This job description is not intended to be an exhaustive list of duties, but mainly to highlight the current main responsibilities of the post. The post holder is required to undertake any other similar duties, as required by their manager and the changing requirements of the organisation.

This job description may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.

The post holder will be required to comply with all policies and procedures issued by and on behalf of King Edward VII's Hospital.

The Hospital is an equal opportunities employer, and the post holder will be expected to promote this in all aspects of his/her work.

**Confidentiality**

All information about patients and staff must be held in the strictest confidence and may not be divulged to any unauthorised person at any time without the authorisation of your manager or unless it is in the best interest of the individual. The post holder must maintain the confidentiality of information about patients, staff, and other Hospital service business by the Code of Confidentiality and the Data Protection Act 1998. A breach of confidentiality about manual or computer data will result in disciplinary action being taken by the Hospital's disciplinary procedure and may lead to dismissal.

Health and Safety Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974 to ensure that the agreed safety procedures are carried out to maintain a safe environment.

**Risk Management**

You have a responsibility for the identification of all risks which have a potential adverse effect on the Hospital's ability to maintain quality of care and the safety of patients, staff, and visitors, and for the taking of positive action to eliminate or reduce these.

**Equal Opportunities**

As a member of staff at the King Edward VII's Hospital Sister Agnes you have a personal responsibility to ensure that you do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others. You also have a responsibility to ensure that all people that you have contact with during your employment, including patients, relatives, and staff, are treated equally in line with the Hospital's Equal Opportunities Policy.