#CaringForYourCareer

JOIN OUR TEAM

Job Title: Receptionist
Department: Guest Services
Location: The Horder Centre
Reporting Manager: Guest Services Manager

Job Summary	As a **Guest Services Assistant (Reception)**, you will be the welcoming face and voice of The Horder Centre, delivering exceptional service to every visitor, patient, and colleague. From managing switchboard calls and rebooking appointments, to supporting clinical teams and handling front-of-house responsibilities, you will play a vital role in ensuring a seamless and positive patient journey.
About You	**Must-Haves:** ▪ Strong customer service or bookings background, ideally with face-to-face experience. ▪ Confident IT user, able to manage multiple systems and applications efficiently. ▪ Excellent communication skills and ability to interact with a diverse range of people. ▪ Organised, able to prioritise tasks and meet deadlines in a fast-paced environment. ▪ Professional, well-presented, and articulate. **Nice-to-Haves:** ▪ Experience working in a hospital, clinic, or similar healthcare setting. ▪ Previous experience handling payments and managing patient appointments. ▪ Familiarity with switchboard systems and administrative processes in a clinical environment. ▪ Proactive and forward thinking, with a passion for continued learning.

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Key Duties I Accountabilities	**Service Provision:** ▪ Manage reception duties including patient check-ins, enquiries, and appointment rebooking's. ▪ Operate key IT systems (e.g., iPMS, System One, Microsoft Office) for patient administration tasks. ▪ Provide administrative support to clinical teams, ensuring smooth outpatient clinic operations. ▪ Handle inbound telephone calls and emails (e.g., info@horder), responding or escalating appropriately. ▪ Arrange patient transport, take payments (cash/card), and maintain accurate records in line with GDPR. ▪ Escalate any issues impacting patient experience to relevant department leads or duty managers. ▪ Carry out safety checks (e.g., crash call tests, 2-way radio checks) as scheduled. **Quality and Customer Service:** ▪ Serve as a knowledgeable representative of Horder Healthcare, answering patient queries confidently. ▪ Proactively manage and resolve customer complaints in line with internal procedures. ▪ Identify and recommend opportunities to enhance service delivery and patient experience. ▪ Promote a consistent, high-quality customer service culture across all guest interactions. **General:** ▪ Escort patients to relevant departments as needed. ▪ Provide cover for other Patient Services Advisors as required. ▪ Undertake any other reasonable duties requested by senior staff. ▪ Act in such a manner as to satisfy public trust and confidence, to uphold and enhance the good standing and reputation of the perioperative professions and The Horder Centre. ▪ Ensure that you working ethic remains aligned to our core values as a group: Caring, Friendly, Quality, Integrity and Pride.

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Whilst this role brief outlines the main duties of your role identified at the date of issue, you may be required to carry out additional tasks as requested by senior colleagues.

Your role may be subject to amendments in the light of the changing needs of the business, and will be reviewed periodically, which we'll discuss with you first.

I have read this role brief and understand the contents of my day-to-day duties. I also understand that this role brief may change over time with the business needs of Horder Healthcare. I understand that the role brief will therefore be subject to periodic review.

Colleague name: ……..

Colleague signature:……..

Date:……

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The Health Act 2008
You will carry out your duties in a way that maintains and promotes the principles and practice of infection prevention and control. You will comply with national standards, policies, guidelines and procedures. For further information, please speak with our Infection Control Specialist.

For clinical colleagues with direct patient contact, this will include (but is not limited to):

- compliance with clinical procedures and protocols, including uniform and dress code.
- the use of personal protective equipment.
- safe procedures for using aseptic techniques.
- safe disposal of sharps.

Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Radar system.

Equal Opportunities
At Horder Healthcare, we are proud to champion and celebrate diversity, equity, inclusion and belonging in all areas of our business. We are committed to creating an environment of mutual respect where equal employment opportunities are available to all applicants without regard to protected characteristics by applicable law.

Safeguarding
You will be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm. Reporting safeguarding concerns to appropriate professionals and recording incidents accurately.

Confidentiality
You will make sure that no confidential information is disclosed about Horder Healthcare or its associated companies (including information about patients and colleagues) to any unauthorised person.