

## HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

### JOB DESCRIPTION

<b>Job Title:</b>	Receptionist /Control Room Operator (12 month Secondment)
<b>Grade/Band:</b>	Band 3
<b>Department:</b>	Administration
<b>Responsible to:</b>	Site Manager
<b>Accountable to:</b>	Site Manager
<b>Base:</b>	Oak & Beech
<b>Full time</b>	<b>37.5 hrs per week</b>
<b>Enhancements</b>	<b>Yes</b>



### Hertfordshire Partnerships University Foundation Trust

- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.
- With a workforce of c. 3,000 and an annual income of c. £200m, the Trust is organised across three Strategic Business Units and provides integrated health and social care services through a large network of community and inpatient settings, serving diverse communities across Hertfordshire, Norfolk, North Essex and Buckinghamshire. As a university trust, HPFT continues to develop strong links with the University of Hertfordshire providing excellent learning and development opportunities, as well as strengthening our clinical research capability.
- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT. Building on the CQC Good, we are on

our “Good to Great” journey as we continue to innovate, improve, transform and ultimately deliver the very highest standards of care to the service users and communities that we serve. To support us on this journey we are looking for an energetic, dynamic and ambitious individual to join our award-winning board and to play a vital leadership role throughout the next phase of our development, further cementing our position as a leading integrated healthcare provider.

## **Our Services**

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community. We also provide specialist learning disability services in Norfolk and North Essex.

The Trust provides:

- Community Services including local teams for mental health
- Acute and Rehabilitation Services including inpatient services and crisis team
- Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit
- Learning Disability and Forensic Services

## **Our Mission**

We help people of all ages live their lives to their full potential by supporting them to keep mentally and physically well.

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing
- Keeps people safe from avoidable harm
- Is effective and ensures the very best clinical and individual recovery outcomes
- Provides the best possible experience

## **Our Vision**

Our conversations with service users, carers, staff, commissioners and the wider communities we serve have informed a simple but ambitious vision:

## ***“Delivering great care, achieving great outcomes - together”***

We will achieve our vision by:

- Putting the people who need our care, support and treatment at the heart of everything we do - always
- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’

### **Values and Behaviours**

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values we will deliver our ambition to be a leading provider for everyone we work with.

	<i>we are...</i>	<i>you feel...</i>
<b>Our Values</b>	<b>Welcoming</b>	✔ Valued as an individual
	<b>Kind</b>	✔ Cared for
	<b>Positive</b>	✔ Supported and included
	<b>Respectful</b>	✔ Listened to and heard
	<b>Professional</b>	✔ Safe and confident

#### **Our values set the tone for:**

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise and develop our staff

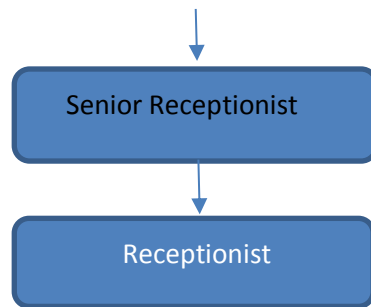
All staff should comply with the Trust’s Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and Diversity.

### **Key Relationships**

#### **Organisational Chart:**

#### **Key Relationships:**





### **Job Summary:**

The Post holder will be based at Oak and Beech. Your line manager will be Lisa Owers. you will be expected to carry out general reception duties, including handing out security alarms and keys, Checking ID from Visitors and staff, scanning and filing documents, answering telephones, Using two way radios, Dealing with visitors, contractors and other proffessionals, keeping the reception desk well managed and organised, You will need to be assertive and have the ability to challenge senior members of staff and service users. You will work closely with other members of the reception team to ensure a smooth and effective reception service.

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.

All staff should comply with the Trust's Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and Diversity.

### **Job Responsibilities:**

- Answering telephone and transferring calls in a professional manner.
- Handing out keys and alarms to staff
- Checking in visitors ensuring they leave all belongings in designated lockers.
- Using two way radio to contact ward staff.
- Reporting faults and maintenance jobs to the helpdesks.
- Be responsible for any photocopying and Scanning sign in sheets.
- Managing Alarms
- Responsible for managing, access cards, radios and other equipment including maintenance and stock.
- Be jointly responsible for room bookings
- Maintain up-to-date information on notice boards at main reception area and other areas as required.
- Ordering and maintaining stationary.
- Cover the duties of other reception staff during periods of annual leave/sickness.

- Ensure reception is a neat and tidy and welcoming environment for visitors to the unit.

## **Communications**

To Communicate effectively with the Team Manager and team

- To relay confidential, sensitive information to colleagues and outside agencies, in person or on the telephone.
- To be experienced with a range of communication methods including telephone, e-mail and scanner, Telephone conferencing
- To use a range of communication skills to develop effective relationships with managers, teams and colleagues.
- Liase with site manager re the operating of reception area
- Mentor and supervise the receptionist and reception areas

## **Other**

The Post holder will be expected to manage their workload during any shift period in a reliable and efficient manner. The post holder must be flexible and able to multi-task in his/her contribution to delivering the work required in this post.

The Post holder will be required to be able to access information via the Internet and Intranet and through other web based systems

The Post holder will be required to effectively use faxing/ printing machine to assist them in collecting information

## **Knowledge and Skills Framework:**

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.  
*Approved outlines are available on the HPT e-ksf local library*

## **Health and Safety**

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

## **Infection Control**

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

## **Equality and Diversity**

Hertfordshire Partnership University NHS Foundation Trust is committed to providing an environment where all staff, service users and carers enjoy equality of access, provision, opportunity and outcomes.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. As a result Hertfordshire Partnership University NHS Foundation Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

## **Confidentiality**

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

## **Standards of Business Conduct and Conflicts of Interest**

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of all staff to ensure that they act as a role model, by upholding the principle of a leading mental Trust. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

## **Information and Records Management**

The post holder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on Trustspace).

### **Safeguarding Adults and Children**

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

### **Organisational Change**

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

### **Flexible Working**

The Trust believes that its staff members are its most valuable asset and is committed to attracting and retaining the very best, and utilising all the talent and experience available. The Trust recognises the importance of helping its employees balance their work and home life by offering flexible working arrangements that enable them to balance their working life with other priorities, including parental and other caring responsibilities, life-long learning, charity work, leisure activities and other interests

### **Health and Safety**

All post holders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees

### **Review:**

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.

## **PERSON SPECIFICATION**

**Job Title:**

**Department:**

**Date last reviewed:** March 2019

CRITERIA	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS/EDUCATION/TRAINING</b> A good standard of education to secondary level. At least 2 years' experience of working in an office environment. NVQ3/RSA3 <b>OR</b> equivalent experience. European Computer Driving Licence or equivalent	A/I/T √ √ √ √	
<b>SKILLS/KNOWLEDGE/ABILITY</b>  Microsoft Word Packages Ability to organise and prioritise own workload. To be proficient in diary management.  Proficient in email management particular  Maintain a filing system, both paper and computerised systems.	A/I/T √  √  √ √	
CRITERIA	ESSENTIAL	DESIRABLE
<b>ANALYTICAL SKILLS</b>  To make judgements, without direct supervision, as to the importance/urgency of workload issues	√	
<b>PHYSICAL SKILLS</b>  Excellent accurate keyboard skills  Excellent telephone skills and manner	√  √	

Excellent IT knowledge		
<b>PHYSICAL EFFORT</b>		
Office based environment.	√	
<b>MENTAL EFFORT</b>		
Regular requirement for concentration	√	
<b>EMOTIONAL EFFORT</b>		
Regular requirement to deal with distressing or emotionally charged situations	√	

A- Application Form  
I – Interview



**Our values**  
Welcoming Kind Positive Respectful Professional

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