JOB DESCRIPTION

JOB TITLE          Reception Clinical Administrator  
REPORTS TO:        Deputy Head of Clinical Admin    
ACCOUNTABLE TO:    Head of Exec and Clinical Admin  
PAY BAND:          7                                  
HOURS:             9–5pm Monday to Friday          
JOB SUMMARY:       To provide high quality customer-focused service for all incoming calls, staff and volunteers along with administrative support for the clinical teams.

JOB SUMMARY

Working alongside the Clinical Admin Team, the post holder will be responsible for answering all incoming calls alongside the Call-Handling Volunteers, and for providing an efficient and supportive administration service for all clinical services when possible. This post requires a flexible and adaptable approach to changing needs and requirements and is an office-based only position.

DUTIES AND RESPONSIBILITIES

- To answer all incoming calls in a professional, polite and empathetic manner, ensuring calls are directed to the correct person, or when the need to take messages occurs, to ensure those messages are passed on in a timely manner.
- To ensure all referrals are processed efficiently and accurately obtaining additional information when required.
- To ensure that all requests for information, both ad-hoc and routine are undertaken in a timely manner.
- To type and send letters, memos and e-mail ensuring copies are saved electronically.

PERSONAL RESPONSIBILITIES

- Maintain high standards when answering incoming calls.
- Maintain high standards of professional integrity by adhering to data standards, producing valid and reliable information.
- Maintain high standards in all forms of communication with colleagues.
- Ensure deadlines are met.
- Work independently, planning and prioritising tasks according to rapidly changing and potentially conflicting requirements.
- Ability to work with sensitivity, tact and commitment to confidentiality.
INTERNAL COMMUNICATION

To promote at all levels, ellenor's vision, values and strategic objectives. To utilise the channels of communication developed across the Organisation to be fully informed and engaged with service developments.

HEALTH AND SAFETY

The post holder has responsibility to take reasonable care of their self and others in relation to managing risk, health and safety and will be required to work within the appropriate policies and procedures.

This job description is not intended to be restrictive but is an outline of the main duties. The job description will be reviewed periodically to consider developments within the Organisation, department or role.

GENERAL

- To be aware of the philosophy of the ellenor and to behave as a fit representative
- To abide by ellenor's general confidentiality policy
- To keep abreast of and work in accordance with ellenor policies.
- To undertake an annual performance review when a personal development plan will be discussed
- To attend training when required

At ellenor we are committed to creating and managing a safe working environment for all our staff, visitors, volunteers and patients. All ellenor employees are expected to know, understand and deliver their Safety Responsibilities.

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<thead>
<tr>
<th>Postholder’s Name</th>
<th>Postholder’s Signature</th>
<th>Date</th>
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<th>Manager’s Name</th>
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PERSON SPECIFICATION – Assistant Clinical Administrator

<table>
<thead>
<tr>
<th>EDUCATION AND EXPERIENCE</th>
<th>DESIRABLE OR ESSENTIAL</th>
<th>INTERVIEW OR APPLICATION</th>
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<tbody>
<tr>
<td>Reception/call handling experience</td>
<td>Essential</td>
<td>Application</td>
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<tr>
<td>Accurate and competent typist</td>
<td>Essential</td>
<td>Application / test</td>
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<tr>
<th>PERSONALITY AND DISPOSITION</th>
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<tbody>
<tr>
<td>Confident</td>
<td>Essential</td>
<td>Interview</td>
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<tr>
<td>Positive and proactive</td>
<td>Essential</td>
<td>Interview</td>
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