

## Front of House

Band	2
Job Description	<ul style="list-style-type: none"><li>• Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.</li><li>• Verify citizens' booking confirmation and paperwork and allocate an individual vaccination number and pod using a barcode scanner or other technology devices provided.</li><li>• Ensure that the allocation maintains an efficient flow to the individual Pods and that vaccinators are fully utilised.</li><li>• Be aware of any complex scenarios (different vaccine allocation, risk of adverse reaction guidance) and escalate any clinical questions or concerns to the right representative.</li><li>• May need to provide citizens with relevant information materials (e.g. leaflets) and offer brief explanation of the steps pre, during and post vaccination that the citizens need to be aware of.</li><li>• Manage arrival exceptions together with the steward and support citizens that are turned away, without disrupting the overall throughput of the activities.</li><li>• Maintain accurate records and ensure strict data and patient record confidentiality.</li><li>• Maintain an efficient and accurate centralised filing system both paper and electronic, which ensures easy access to files and information as and when required.</li><li>• Collect, collate and report routine data and information.</li><li>• Order supplies, equipment and leaflets as required, liaising with administrative staff.</li></ul>
Job Specification	<p><b>Qualifications and Knowledge:</b></p> <ul style="list-style-type: none"><li>• Good basic education.</li><li>• NVQ3 or equivalent.</li><li>• Customer service training (Desirable).</li></ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"><li>• Clear legible handwriting.</li><li>• Proficient keyboard skills.</li><li>• Good time management.</li><li>• Able to use own initiative.</li><li>• Understanding of confidentiality.</li></ul> <p><b>Experience:</b></p> <ul style="list-style-type: none"><li>• Previous relevant experience in clerical environment.</li></ul>

- Previous Healthcare admin experience (Desirable).

**Personal Attributes:**

- Good Communicator, able to deal sensitively with others.
- Self Confidence.
- Good telephone manner.
- Good timekeeping ability.
- Commitment to Role & Service Development.
- Neat and Tidy appearance.
- Able to work flexibly and under pressure at busy times.

DRAFT