**Hear for Norfolk**

**(the operating name of Norfolk Deaf Association - NDA)**

**Job Description**

**Job title:** **Administrative Assistant/Receptionist**

**Responsible to:** **Chief Executive (initially)**

**Responsible for: Volunteers providing administrative support/reception.**

# Hours of work: 42.5 hours per week (job share considered)

# Monday to Friday, 8.30am - 5.30pm

**Salary:** **£9.70 per hour**

**Place of work: 14 Meridian Way, Meridian Business Park, Norwich, NR7 0TA**

**Job purpose:**

The post holder will provide a high-quality reception and administrative support function within Hear for Norfolk, and as such, will need to be able to communicate well with service users, patients and their relatives, the general public and a wide range of multi-professional staff, internal and external to the charity. In order to provide a support service to all staff, a versatile approach is essential and the ability to cope with a large number of different tasks simultaneously is a prerequisite of this post.

The postholder will be responsible for ensuring the correct and timely input of service user information onto the SharePoint portal. All aspects of this role should be carried out in line with Hear for Norfolk’s Policies and Procedures on data collection, data security and confidentiality.

# Principal duties:

1. To be responsible for front-of-house reception. The duties include:

* answering the telephone, screening and directing calls and, if appropriate, dealing with queries from the public, service users and professionals
* taking and relaying messages
* directing service users/patients to correct clinics, ensuring compliance with Infection control measures
* receiving and sorting out mail and deliveries
* tidying and maintaining the reception area

1. To deal with patients/service users attending the NNUH Audiology and Hear for Norfolk’s clinics and support groups, and external and internal staff enquiries in person or via the telephone or e-mail, in a courteous and confidential manner and provide assistance, as required.
2. To ensure patients’ and service users’ safety and well-being in the waiting area prior to them being called for their appointment and alerting appropriate staff to any cause for concern.
3. To ensure that on the patients’ arrival for clinics are confirmed on the system as they arrive, consented and where appropriate payment taken.
4. To administer the Aural Care Service referrals and appointments (received form GPs via eRS and patients directly), in line with the services’ procedures.
5. To ensure referrals are downloaded from the ERS system and triaged by nursing staff promptly.

1. To use the SharePoint system for booking appointments, creating clinics, and managing patient records, including uploading scanned hard copy and electronic referral forms and consent forms onto individual service user records.
2. To provide general administrative and clerical support to the Hearing Support Service.
3. To carry out the input of services’ monitoring data, Data Protection consent forms, outcomes measuring questionnaires and patients feedback forms into the case management system and reporting portals.
4. To provide general administrative and clerical support to the Chief Executive, as and when required. Duties to include:

* preparing letters and documents
* preparing reports to service commissioning bodies and other stakeholders
* undertaking and reviewing the Health & Safety and Fire Safety Risk Assessments, Information Security Audits and Cleanliness Audits.
* Administration and updating of fundraising databases

1. To be responsible for stationery stock control, purchase of office supplies, sundries and cleaning materials and regular communication with office cleaners.
2. To ensure that the display boards, posters and leaflets around the building are kept up to date and are well-presented.
3. To assist the Management Team with administering, keeping up to date and tidy all central filing systems, both electronic and hard copy files.
4. To ensure that bins in the Audiology clinic rooms are emptied at the end of each day.
5. To be responsible for locking/unlocking the building/office as and when required.
6. To support the volunteers that provide administrative/reception support and ensuring that they support the team in the appropriate manner.
7. To carry out the fire alarm test on a weekly basis.
8. To assist and work with colleagues in the production and mailing out of publications (leaflets and posters), the quarterly Hear for Norfolk News, the Annual Review and other corporate documentation.
9. To be available to assist in other areas of the charity’s work as needs arise.
10. Personnel and Professional Development
    * To participate in regular supervision, annual performance review and attendance at team meetings.
    * To be responsible for own personal and professional development to actively participate in identifying training needs and to be willing to undertake training where a need has been identified by the Line Manager and agreed with the Chief Executive, to ensure that an effective service is provided.
    * To be able to work some additional hours, as required, to cover staff holiday/sickness and operational need
    * To undertake any other reasonable duties as directed by the Services’ Managers and the Chief Executive that may reasonably fall within the scope of the post.
11. General responsibilities:

* To ensure the security within Hear for Norfolk at all times and be familiar with emergency procedures;
* To maintain full and accurate records in accordance with procedures;
* To implement and adhere to charity’s policies and procedures
* To incorporate Equal Opportunities Policy and Anti-Discriminatory practice in all areas of work;
* To maintain the highest level of confidentiality and information security with all personal information held at Hear for Norfolk;
* To implement and adhere to policy and practice in relation to health and safety in all aspects of the post holder’s work. To adhere to the post holder’s own responsibilities to health and safety within the workplace to colleagues, service users/patients and the general public and also whilst working from other sites.
* To work within established definitions of acceptable and unacceptable risks. To carry out risk assessments and participate in risk management in accordance with the charity’s policies
* To promote and work within the values of the Hear for Norfolk, effectively contributing to its objective

**Person Specification**

Job title: **Receptionist/Administrative Assistant**

Criteria required by appointee to ensure job effectiveness: Essential **E**

Desirable **D**

**Education and Knowledge**

Educated to degree level D

4 GCSE or equivalent at grade C or above E

2 A Levels or equivalent at grade C or above E

Experienced typist – minimum RSA Stage II Word Processing D

Knowledge of administrative and clerical procedures E

Knowledge of computers and relevant software applications E

Knowledge of customer service principles and practices E

British Sign Language skills D

**Key Competencies/Personal Qualities and Behaviours**

Good understanding of hearing loss D

Able to be caring, sensitive and patient while supporting people E

Keen to work with the people the charity supports and demonstrate

empathy and compassion E

Good listening skills E

Good communication skills (written and verbal) E

Ability to exercise judgement and initiative within designated

areas of responsibility E

Customer service orientation E

Professional personal presentation E

Good organisational and planning skills E

Ability to think clearly, critically and pay attention to details E

Ability to meet deadlines E

Ability to work to a high standard of accuracy and presentation E

Able to use own initiative and to be self-motivated E

Team working skills E

Good IT skills (Microsoft applications and data entry) E

Able to supervise and motivate volunteers D

Complete discretion, total understanding of the concept of confidentiality E

Friendly and courteous, with a sense of humour and empathy E

**Other Requirements**

Ability to be flexible E

Full clean driving licence and access to a car D