



New College Durham

## JOB DESCRIPTION

<b>Job Title:</b>	Podiatry Receptionist/Cashier
<b>Grade:</b>	Support Grade B
<b>Hours:</b>	37 hours per week (pro rata)
<b>Location:</b>	Framwellgate Moor Campus
<b>Department:</b>	Business, Management & Professional
<b>Accountable to:</b>	Head of School / Curriculum Manager

### Job Purpose

To provide in the provision of a comprehensive first point of contact service to staff, students and patients of the Podiatry service to ensure a timely and effective delivery of key performance targets for New College Durham.

### Key Result Areas

1. Assist in the effective provision of administrative support to the Podiatry function (eg word-processing of letters, forms etc., photocopying, maintaining and updating filing systems, maintenance of adequate stationery, electronic database of patient's appointments, register of patients and organisation of appointment cards, completion and monitoring of accident report forms and other administrative duties).
2. Ensure the timely collection and reconciliation of patient fees.
3. Ensure the safe keeping of examination papers pre and post practical OSCE examinations.
4. Ensure that the College's policies for quality management and control are employed effectively within the areas of responsibility.
5. Ensuring the highest customer services standards are maintained and monitored, e.g. addressing appointment enquiries and administration.
6. Help to co-ordinate diary activities and appointments to the Podiatry service for students, patients and staff.

7. Ensure the College's agreed visual identify/corporate image is maintained within the allocated area.
8. Undertaken any other duties commensurate with grade.

### **General Responsibilities**

1. To promote the mission, vision and values of New College Durham
2. To ensure effective communications within and between teams, be involved in and participate in meetings, team briefings, development days, etc.
3. To engage with line manager in regular appraisals and performance reviews against agreed objectives.
4. To be responsible for actively identifying own development needs
5. Staff must take reasonable care, and be aware of their responsibilities under the Health and Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for staff and visitors to the College.

### **Variation in the Role**

Given the dynamic nature of the role and structure of New College Durham, it must be accepted that, as the College's work develops and changes, there will be a need for adjustments to the role and responsibilities of the post. The duties specified above are, therefore, not to be regarded as either exclusive or exhaustive. They may change from time to time commensurate with the grading level of the post and following consultation with the member of staff.

### **Equality and Diversity**

The College is committed to equality and diversity for all members of society. The college will take action to discharge this responsibility but many of the actions will rely on individual staff members at New College Durham embracing their responsibilities with such a commitment and ensuring a positive and collaborative approach to Equality and Diversity. This will require staff to support the College's initiatives on Equality and Diversity which will include embracing development and training designed to enhance practices and the experiences of staff, students and visitors to the College with an all-inclusive approach that celebrates differences. Failure to embrace these commitments may lead to formal action.

If you as a member of staff identify how you or the College can improve its practice on Equality and Diversity please contact the Equality and Diversity Officer in Human Resources 0191 375 4025. Alternatively if you wish for any support or assistance with regards to Equality and Diversity please again contact the above individual.

## **Commitment to Safeguarding Vulnerable Groups**

New College Durham is committed to safeguarding & promoting the welfare of children and young people, as well as vulnerable adults, and expects all staff and volunteers to share this commitment.

## PERSON SPECIFICATION

**Job Title:** Podiatry Receptionist/Cashier

**Assessed by key:**

1. Application form
2. Interview
3. On the job
4. Skills test

In order to progress through the recruitment process you must be able to show how you meet each of the criteria at ALL of the "assessed by" stages stated.

Knowledge & Experience	Assessed by	Essential	Desirable*
English and Maths at Level 2 (GCSE / O Level, Grade C/4 or above) or equivalent or willing to work towards**	1	✓	
Recent and relevant experience of working in a business administration/customer service role	1, 2	✓	
Experience and knowledge of using Microsoft Office (including PowerPoint, Excel and Word)	1, 2	✓	
Experience of working in a busy customer facing environment across a range of demographics	1, 2		✓
Experience of working in a clinical/medical setting	1, 2		✓
Demonstrable commitment to continuing professional development (which can be evidenced and monitored)	1, 2	✓	
Experience of working with electronic databases (e.g. Tynedale)	1, 2	✓	
Skills		Essential	Desirable
A proven track record of being able to prioritise and organise own work	2, 3	✓	
Ability to deal professionally with staff and students in person, by phone or by correspondence	2, 3	✓	
Recent experience in effectively organising and scheduling tasks to meet deadlines	2, 3	✓	
Demonstrate the ability to work effectively with others	2, 3	✓	
A commitment to resolving problems and to improving own performance	2, 3	✓	
Possess drive, enthusiasm and a commitment to provide an excellent service to both internal and external customers	2, 3	✓	

Demonstrate the ability to work with accuracy and attention to detail in a constantly changing environment	2, 3	✓	
Suitable to work with young people and vulnerable groups	1, 2, 3	✓	

\*For the post holder to be successful in the role, all criteria within the person specification are essential, however for the purpose of recruitment some are listed as desirable as we may expect to see this skill, experience or qualification develop or be obtained once in the role.

\*\*This criteria might be considered at the shortlisting stage.

This job description may be reviewed in light of experience, changes and developments during the on-going appraisal and performance review process.

**Issue Date: June 2019**