



Gloucestershire Hospitals
NHS Foundation Trust

Breast Imaging Receptionist – Band 2

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A BETTER **CAREER** STARTS HERE

At Gloucestershire Hospitals NHS Foundation Trust, we take great pride in delivering high quality acute services and we understand just how precious life is.

People entrust their lives to our care every day and they have the right to expect the very best experience and outcomes. That's why our ambition and the pursuit of excellence is the foundation of everything we do.



Dear candidate,

I am delighted you are interested in a position here at Gloucestershire Hospitals NHS Foundation Trust.

Gloucestershire Hospitals is one of the largest hospital trusts in England serving a diverse population of almost 620,000 people. We provide acute hospital services from two large district general hospitals, Cheltenham General Hospital and Gloucestershire Royal Hospital. Maternity Services are also provided at Stroud Maternity Hospital.

Our people are at the heart of what we do. Our workforce is almost 8,000 strong and our caring and dedicated staff are recognised as providing good and outstanding patient-centred care across a range of clinical areas. We also have exceptional teams of professional services staff underpinning our vision every step of the way.

We are committed to recruiting the best people to work with us to achieve our vision of providing Best Care for Everyone and our success depends on the commitment and dedication of our staff.

We are committed to diversity, inclusion and equality of opportunity for everyone, valuing and celebrating differences and encouraging a workplace and culture where all can thrive. We endeavour to ensure each and every person working in our organisation feel respected and valued. Respecting and valuing differences will help to ensure that our policies and services reflect the needs and experiences of the people and community we serve.

In return, we offer the opportunity to work at a trust that is on a truly exciting Journey to Outstanding and to make a real difference to the lives of our patients, their families and the wider community. We are also committed to training and developing you to be the best you can be and offer you a rewarding career, whatever your role.

I wish you every success with your application to join our team.

Best wishes

Claire Radley
Director of People & OD

February 2024

Job Details

Job Title:	Breast Imaging Receptionist
Division	Surgical
Department:	Breast Imaging
Responsible and accountable to:	Screening Administrator Coordinator
Band:	2
Location:	Thirlestaine Breast Centre, Cheltenham

Job Purpose

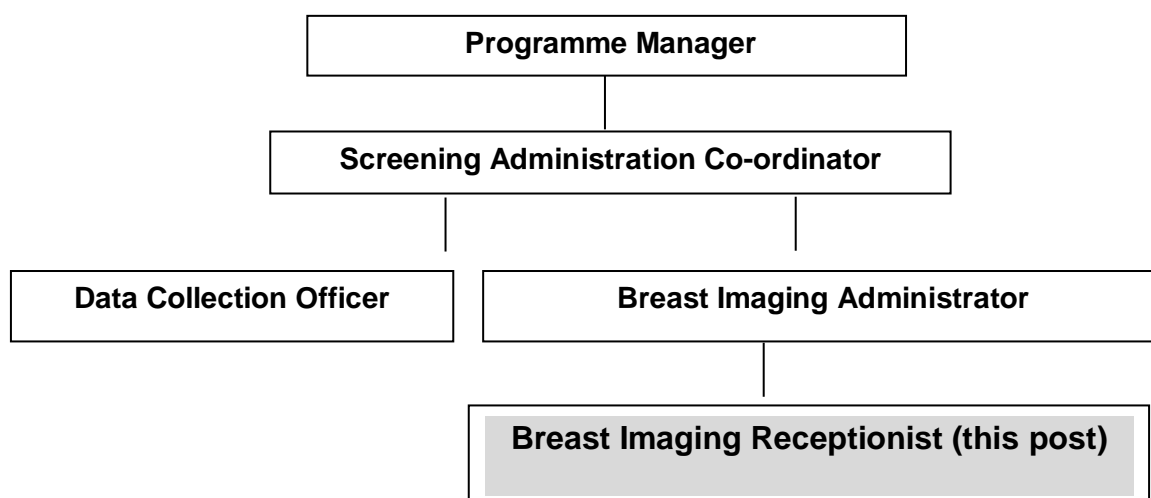
The post is part of a small team responsible for providing all reception administration elements to the Breast Imaging Department whilst maintaining the highest standards and meeting fluctuations in demand whilst achieving waiting time targets.

Dimensions

To provide a professional, courteous and efficient reception at all times, greeting all visitors and service users to Thirlestaine Breast Centre.

To manage workload under the supervision of the Screening Administration Co-Ordinator.

Organisational Chart



Knowledge, Skills, Experience and Aptitude Required

- Minimum Grade C (4) GCSE in English and Maths or equivalent
- Possess good communication and interpersonal skills.
- Have good and accurate computer / IT skills.
- Excellent telephone manner and communication skills for dealing with clients, general public and staff internal & external to the organisation.
- Good organisational skills to manage and prioritise own workload.
- Ability to exercise discretion to ensure client confidentiality is maintained in a professional and respectful manner at all times and have a sympathetic and caring approach.
- Ability to remain calm whilst working within a busy, pressurised environment working to agreed standards and protocols whilst achieving targets which can sometimes have challenging timescales.
- Able to multitask.
- Good team working skills.
- Motivated.
- Will undergo on the job training.
- Annual attendance in the mandatory training programmes.

Key Result Areas

- To provide a professional, courteous and efficient reception at all times, greeting all visitors and service users to Thirlestaine Breast Centre.
- At reception to book in the attendance of all clients attending the various clinics using different systems ensuring all client details are correct whilst maintaining confidentiality.
- To make all routine breast screening appointments for clients that respond to the Open Invitation letters either by phone, in person or to the generic email ensuring targets are maintained including the production of any appropriate patient information.
- To rebook and cancel appointments as per client's instructions or at the manager's request.
- To deal with all types of telephone enquiries in a sympathetic and professional manner, and to take and pass on messages accurately in a timely manner.
- To ensure that all necessary clinic documents and records are prepared daily for the various clinics running at Thirlestaine Breast Centre and the two mobile units following departmental guidelines.
- On a daily basis to be responsible for ensuring clinic attendance and DNA's have been recorded correctly on the NBSS system and to investigate any discrepancies in numbers immediately with the radiographic team.
- To process, print and send GP reports on a weekly basis.
- To enter notifications received from the BS Select system onto the NBSS system of any clients that have moved away or have died.
- To take part in the administration processes for any breast clinical trials that the department is involved in.
- To maintain an accurate filing system.

- To maintain client confidentiality at all times in line with Trust Policy and in accordance with NHSBSP guidelines.
- To maintain an accurate filing system.
- To maintain service users confidentiality at all times in line with Trust Policy and in accordance with NHSBSP guidelines.
- To undertake general office duties including the collection and distribution of the departmental post.

Communications and Working Relationships

- To be the first point of contact when covering reception to all service users and visitors to Thirlestaine Breast Centre.
- To work as part of the Breast Imaging Team communicating effectively with all staff members including admin team, radiographic team, breast care nurses, doctors and the symptomatic service.
- To communicate effectively with clients exercising discretion to ensure client confidentiality is maintained in a professional and respectful manner at all times and have a sympathetic and caring approach.
- To attend staff meetings.
- Communicate effectively with various departments within the Trust.
- To make and deal with enquires from other Screening Offices, Hospitals, GP surgeries.

Mental and Emotional effort

- There is regular exposure to emotional situations either over the telephone or face to face with service users or relatives with regards to sensitive information, including queries and concerns on a daily basis.

Most Challenging Part of the Job

- Working in a busy, fast paced environment whilst multi-tasking, dealing with an unpredictable workload and dealing with difficult, sensitive and emotional situations in a professional manner.

Physical Effort and Working Conditions

- Required to concentrate for prolonged periods whilst working on a PC all day, every day.
- An unpredictable work pattern due to frequent interruptions which can affect the flow of concentration.
- Exposure to distressing emotional situations with patients diagnosed with breast cancer either over the telephone or face to face.

- Dealing with reports and letters containing sensitive and detailed information.
- Knowing when to refer to other members of the team for information.

General Conditions

Confidentiality

In the course of your employment, you may have access to, see or hear confidential information concerning the medical or personal affairs of patients and or staff. Unless acting on the instruction of an authorised officer, on no account must such information be divulged or discussed except in the performance of normal duties. Breaches of confidence, including improper passing of registered computer data, will result in disciplinary action, which may lead to dismissal. You should be aware that regardless of any action taken by your employing authority, a breach of confidence could result in a civil action for damages.

In addition, records, including VDU screens and computer printouts of registered data must never be left in such a manner that unauthorised persons can obtain access to them. Written records must either be destroyed or retained in safe custody when no longer required, VDU screens should always be cleared when unattended.

Terms and Conditions of Service

The principal terms and conditions of your appointment will be those set out in the Agenda for Change national agreement as amended from time to time by the NHS Staff Council. These terms and conditions are set out in the NHS Terms and Conditions of Service Handbook, which is available on the Trust's intranet and NHS Employers web site.

Health and Safety

it is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers.

Data Quality

As part of your employment you may be required to record Patient Information (computerised or on paper). You have a responsibility to ensure that information is entered accurately, completely and consistently. It is particularly important that patients' demographic details are kept up to date. Problems should be reported to your Manager.

No Smoking Policy

Gloucestershire Hospitals NHS Foundation Trust operates a no smoking policy. Smoking is not permitted anywhere within the buildings and grounds of all Trust sites. These restrictions include all areas up to the boundaries of all sites.

NB

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but is a good guide for information to the job. It will be periodically

reviewed in the light of developing work requirements in the department. The officer in the post will be expected to contribute to that review.

Job Description Agreement

Job holder’s signature:	Date: DD / MM / YYYY
Head of department signature:	Date: DD / MM / YYYY

Person Specification

JOB DETAILS

Job Title: Breast Imaging Receptionist

Pay Band: 2

Location: Thirlestaine Breast Centre

Key to terms: *E: Essential, D: Desirable / How is it assessed? I: Interview, A: Application*

Recruitment Criteria	Essential	Desirable	Method of Assessment
QUALIFICATIONS / EDUCATION			
Minimum Grade C (4) GCSE in English and Match	E		A
Evidence of further training in administration		D	A / I
EXPERIENCE, SKILLS & KNOWLEDGE			
Demonstrate being able to work as part of a team	E		I
Good communication skills	E		A / I
Ability to prioritise	E		I
Deal with service users in a sympathetic manner	E		I
Able to use Microsoft Packages	E		A / I
Knowledge of NBSS, CRIS, Trakcare		D	A / I
File in numerical & alphabetical order	E		Test at Interview