University of Edinburgh

Job Description 011G 2 staff

1. Job Details

Job title: Receptionist
School/Support Department: Corporate Services Group (CSG)
Unit (if applicable): Centre for Sport and Exercise (FASIC)
Line manager: Senior Secretary Operations

2. Job Purpose

To control the front of house information and administration functions of the CSE’s high profile FASIC-Sports Injuries Centre ensuring all visitors receive a positive, friendly, efficient and effective customer service and experience.

3. Main Responsibilities

Approx. % of time

1. Manage and organise FASIC’s reception area, making appointments face-to-face or by phone and ensuring that the transfer of information to the clinics’ computerised booking system is completed efficiently, accurately and in a friendly customer focused way. 40%

2. Take responsibility for cash-handling and be accountable for cash reconciliation in accordance with CSE administrative and financial policies and procedures. 35%

3. Undertake a variety of daily administrative, clerical and promotional duties in support of core activities and work with senior staff in analysing business activity and producing management reports (from Freehand software to illustrate usage/uptake trends) to inform and improve operating procedures and practices. 15%

4. Contribute to the CSE administration team to ensure policies and procedures are adhered to and delivered consistently across the department 5%

5. Devise ways of improving service levels to customers/patients and supporting business developments through positive interactions with all CSE visitors. 5%

4. Planning and Organising

- Planning and organising the welcome to visitors, staff; preparing the front of house set up, meeting face-to-face and taking calls; organising cash balancing, record retrieval and other duties around the handling of staff and visitors.
- Assisting the senior secretary operations, in the development of systems for appointments, cash handling and medical record filing and retrieval.
- Assisting the management team with any tasks allocated in order to provide information to assist FASIC management.

5. Problem Solving

- Ensuring FASIC’s high reputation for quality service delivery is upheld by dealing in a positive and constructive way with all customer and clinician enquiries / complaints.
- Interpreting sympathetically the needs of the injured athlete, the effect injury may have on their urgency for appointments, and working within the constraints of a busy diary translating these into customer satisfaction.
- Investigating and dealing with any problems with cash / balancing before referring, if necessary, to the senior secretary operations.

6. Decision Making
Deciding on optimal handing of appointments and then informing senior secretary of any problematic issues with clinical cover.

Investigating patient queries before referral to appropriate management level.

Advising patients of which health professional would best suit their needs with assistance from clinical or management staff.

7. Key Contacts/Relationships
CSE staff; CSE members (student/non-student); contacts with other University staff and students; academic departments; community/corporate groups; EU Sports Union and its sports clubs; Schools, Colleges and other Universities; local clubs; Scottish/Area Institutes of Sport; national governing bodies of sport, International sports teams; General Public; Guests; Event organisers; Suppliers.

8. Knowledge, Skills and Experience Needed for the Job
- Essential – SQA level passes (or equivalent) in English and Mathematics.
- At least two years experience of working in a quality customer service industry and environment, with one year in a reception.
- Cash handling and invoicing experience.
- Good IT skills and aptitude - knowledge of PCs especially Word and Excel, ideally with experience of health-based database systems system.
- Excellent telephone manner, customer care and interpersonal skills to be able to meet / greet every patient/guest needs and anticipate their requirements.
- Be well-organised and have good time management skills to ensure during peak and off peak the service is not compromised.
- Be professional, proactive, work quickly, accurately and efficiently.
- Ability to multitask; ability to work under pressure and with constant demands; team player; enthusiastic and passionate about the service provision and customer care.

9. Dimensions
Supporting FASIC Staff: multi disciplinary team of 35 (encompassing full-time, part-time and sessional physiotherapy/podiatry/massage/medical professionals); Patients: number of treatment sessions per annum: 12,000.(30 % students, 20% staff and CSE members, 30% general public, 20% elite level sports); Daily cash handling: £1000; FASIC is the leading Sport and Exercise Medicine Centre in Scotland and one of the largest and foremost centres in the UK with a world wide reputation for excellence.

10. Job Context and any other relevant information
This position is the key front of house position and first contact with the public and athletes. The post holder needs to work under pressure with constant demands on their time and ensure that the systems are operating efficiently and accurately to administer all daily clinical services.