

Job Description

Job Title:	Administrative Assistant - Dental & Ophthalmic Services
Grade:	Administrative Assistant / Pay Band 2
Division:	Integrated Primary & Community Care , Primary Care Services
Responsible to:	Dental & Ophthalmic Services Manager
Responsible for:	No line management responsibility

Overview

Dental & Ophthalmic Services within Primary Care Services is part of the Integrated Primary and Community Care Group and is committed to the provision of an accessible, high quality and professional dental services that provides advice, treatment, disease prevention and health promotion to NHS patients in a community setting. Primary Care understands and respects the challenge of ensuring the most cost effective use of resources. To achieve this, our CARE values underpin all of our work.

CARE

In Manx Care we pride ourselves on our Commitment & Passion, Accountability & Reflection, Respect & Inclusion, and Excellence & Innovation. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

Job Purpose

To provide administrative support for the Emergency Dental Services by acting as the first point of contact for patients who do not have access to a regular dentist, answering telephone enquiries, allocating emergency appointments, and liaising effectively with NHS dental practices to ensure timely and efficient access to emergency dental care. The role will support smooth service delivery while maintaining a high standard of patient care and communication.

Duties and Responsibilities

Performance Management

- ♥ Be proactive in ensuring you remain up to date with all mandatory training, flagging any issues or concerns with your line manager.

Financial Data Input and Collation

- ♥ Tracking appointment utilisation for reporting purposes.
- ♥ Maintaining accurate records of patient contacts.
- ♥ Supporting audit processes and quality assurance data collection.
- ♥ Ensuring all patient data is handled in line with data protection regulations and confidentiality standards.

Complaint Management

- ♥ Under the instruction of your line manager, collate data in relation to the recording and monitoring of complaints received by patients in relation to the service in accordance with current procedures.

Regular Duties

- ♥ Act as the first point of contact for patients without access to a regular dentist who require emergency dental care.
- ♥ Answer telephone enquiries, assess patient needs using agreed protocols, and provide appropriate signposting.

- ♥ Assist in the allocation of emergency appointments in line with service procedures.
- ♥ Maintain and update rotas of NHS dental practices providing emergency sessions to ensure accurate and up-to-date service availability.
- ♥ Provide information to and signpost patients about accessing dental care, including access to alternative services where appropriate.
- ♥ Support reporting requirements by collecting and collating service activity data.
- ♥ Handle sensitive patient information in line with confidentiality and data protection.
- ♥ Respond to service queries from dental practices, patients, and internal teams.
- ♥ Escalate clinical or safeguarding concerns to line manager following established procedures.
- ♥ Providing information and support to ad hoc requests from the Dental & Ophthalmic Services Manager.

Personal Development

- ♥ To be responsible for keeping up to date with own mandatory training and development making use of the tools available via e-learning and Government courses.
- ♥ Actively participate in 1-2-1 recorded sessions with your line Manager, creating action plans for self with support from the manager.
- ♥ Contribute to annual performance and development reviews with line manager.

Other Duties

The post holder shall perform any other grade appropriate duties as deemed appropriate by the Dental & Ophthalmic Services Manager.

Competencies

All staff of Manx Care are expected to recognise that the everyday business of the Department requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business of the office and outside of the office.

As a member of Manx Care, the role holder represents the Department in a wide range of business settings, forums, committees and officer level working groups. It is expected that they will be a committed ambassador of the Division and the work that it seeks to achieve.

The job holder reports to the Dental & Ophthalmic Services Manager

The Dental & Ophthalmic Services Manager, as Line Manager is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Performance & Development Review Scheme.

The Reporting Officer, the will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- ♥ Personal Delivery Plan and a Personal Development Plan is agreed with the job holder,
- ♥ Review and assessment of the job holder's performance and competency/behaviours is made, and
- ♥ Performance and Development Review meetings are conducted.

Performance management and improvement

All Civil Servants have a personal responsibility for performance management. The job holder will be expected to contribute to their annual performance and development review and all interim performance reviews.

General Scope

This job description is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This job description will be reviewed as necessary to reflect future requirements. Employees throughout their employment with Manx Care may be redeployed into an alternative position or provide cover for others at their appropriate grade/level.

Health and Safety

The role holder is responsible for his/her own health and safety and the impact of his/her actions on others. The role holder will be responsible for identifying any possible risks or near misses to a responsible manager and or the Health & Safety Review Group.

Management Authorities

The delegation of Management Authority for the roles within Manx Care has been granted by the Chief Officer as follows:

All 'Reporting Officers/ Line Managers/Supervisors

Civil Service	Authority of the Post Holder
Disciplinary Procedure	Penalties up to and including First Written Warning
	Appeals up to First Written Warning
Capability Procedure	Up to Stage 2/ formal warning stage
Grievance Procedure	Up to Stage 1

All Countersigning Officers' Middle Managers

Civil Service	Authority of the Post Holder
Disciplinary Procedure	Up to Final Written Warning
	Appeals up to Final Written Warning
Capability Procedure	Up to Stage 2/ Formal Warning Stage
Grievance Procedure	Up to Stage 2

All Senior Managers (Senior Executive Officer or equivalent)

Civil Service	Authority of the Post Holder
Disciplinary Procedure	To hear cases involving alleged gross misconduct
	Dismissal
	Suspension
	Up to Final Written Warning
	Appeals up to Final Written Warning
Capability Procedure	Up to Stage 3 – Dismissal
Grievance Procedure	UP to Stage 3

Competency Levels For This Post Are:

Leading and Working Together	Level A
Communicating and Influencing	Level A
Achieving Results	Level A
Delivering a Quality Service	Level A
Changing and Learning	Level A
Showing Commitment and Resilience	Level A

Person Specification

Job Title:	Administrative Assistant – Dental & Ophthalmic Services	
Board:	Manx Care	
Care Group:	Integrated Primary & Community Care	
Grade:	Administrative Assistant / Pay Band 2	
Attributes	Essential (E) or Desirable (D)	Method of Assessment
Credibility ♥ Minimum of 5 GCSEs above C (4), two of which should be in Mathematics and English	D	CV
Capability ♥ Experience and knowledge of Dental services ♥ Experience of working with financial data ♥ Experience of working with data/spreadsheets ♥ Experience of customer service and dealing with complaints	D D D D	CV/Interview CV/Interview CV/Interview CV/Interview
Attributes ♥ Good oral and written skills ♥ Analytical and organised approach to administration ♥ Basic Microsoft Office knowledge, including Word and Excel ♥ Ability to focus and pay attention to detail ♥ Ability to work as part of a team ♥ Flexibility to react to changing priorities ♥ Resilient and reliable	E D E E E E	CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview
CARE ♥ Committed, motivated and driven to deliver quality services and achieve results ♥ Appreciation of the challenges that come with working in a highly confidential environment showing integrity at all times ♥ Excellent interpersonal skills, respectful and professional approach with colleagues, patients and contractors ♥ Innovative and proactive, with a solution orientated approach and the tenacity to solve problems to achieve excellent outcomes	E E E E	Interview Interview Interview Interview
Circumstances and Interests ♥ Isle of Man Worker ♥ Satisfactory Police Check	D E	Application Pre-employment checks