



Job Description

Job Title:	Receptionist / Admin Assistant
Grade:	AA / Pay Band 2
Division:	Integrated Primary & Community Care Group
Responsible to:	Integrated Sexual Health Office Manager
Responsible for:	No staff responsibility

Overview

Formerly known as the GUM Clinic and Family Planning Clinic, Manx Integrated Sexual Health (MISH) is a busy department. Our dedicated, friendly team of doctors and nurses provides a free, confidential and non-judgmental service that offers contraception, screening and treatment for sexually transmitted infections, treatment and onwards care for all HIV, health care for victims of sexual assault, onward referral to the Sexual Assault Referral Centre and advice and support for the termination of pregnancies.

If you are organised, a great team player, can remain calm under pressure, have excellent communication skills - demonstrating a high level of customer care in a varied and interesting role, we would love to hear from you.

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

Acting as the first point of contact for our patients, the primary purpose of this role is to provide a welcoming and professional environment for all patients, ensuring they feel valued and cared for from arrival to departure. You will deliver efficient, high-quality reception and administrative services, including handling patient interactions both in person and over the telephone in a calm and easily understood manner. Maintaining strict confidentiality and discretion at all times, you will support smooth clinic operations and contribute to a positive patient experience.

Duties and Responsibilities

- 📌 The post holder will be professional, polite, calm, non-judgmental, discreet and sensitive in delivering excellent face-to-face and telephone patient service within MISH.
- 📌 Work as part of a team to provide a quality service to all our patients.
- 📌 Welcome and book in patients.
- 📌 Manage appointment bookings, cancellations and rescheduling.
- 📌 Deal with telephone enquiries and voicemails, offering advice and signposting where appropriate.
- 📌 Handle sensitive calls for the Termination Service with discretion and empathy. The post holder will be confident, non-judgmental, discreet and be sensitive to the patients' needs as often the patients are very distressed.
- 📌 Follow triage pathways / booking pathways to ensure patients are seen by the right clinician at the most appropriate time.
- 📌 Accurately create and record health records and update patient demographics on MISH's Patient Administration System (Lilie) in a timely and efficient manner.
- 📌 Accurately file / scan correspondence and investigation results into the appropriate section of the patients' records.
- 📌 Retrieval of patient files when requested by clinicians.
- 📌 Handle all incoming / outgoing post.
- 📌 Monitor email inbox and respond to / print out emails as necessary and ensure they have been dealt with.
- 📌 Ensure reception and waiting area is tidy.
- 📌 Undertake a variety of general admin tasks including photocopying, printing, scanning and preparation of documentation.
- 📌 Helping with archiving and carry out shredding where necessary.
- 📌 Confidently use administration systems such as CAREFLOW. Training for our Sexual Health system, Lilie, will be provided.
- 📌 Complete mandatory training as appropriate.
- 📌 Establish and maintain good working relationships with all members of the team.
- 📌 Be flexible to participate in a Saturday rota and provide cover for annual leave / sick leave as required.
- 📌 This position will involve covering at least one evening clinic each week.
- 📌 Any other duties relevant to the post allocated by the Office Manager or Lead Nurse.

Competencies

All Manx Care colleagues are expected to recognise that the everyday business of the Organisation 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 organisation 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 Care Group and the work that it seeks to achieve.

The job holder reports to the Office Manager.

The Office 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 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.
- 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.

Health & Safety

The role holder is responsible for their own health and safety and the impact of their 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



**Manx Care
Person Specification**

Job Title:	Receptionist / Admin Assistant
Board:	Manx Care
Care Group:	Integrated Primary & Community Care Group
Grade:	AA / Pay Band 2

Attributes	Essential (E) or Desirable (D)	Method of Assessment
<p>Credibility</p> <ul style="list-style-type: none"> ○ 3 GCSEs at Grade C (4) or above (including English Language or equivalent). 	D	CV
<p>Capability</p> <ul style="list-style-type: none"> ○ Confident, professional and empathetic when discussing sexual health, with the ability to help patients feel respected, comfortable and at ease. ○ Experience working in a busy reception, medical or customer-facing environment effectively in a fast-paced reception environment, managing high volumes of telephone calls alongside face-to-face enquiries. ○ Experience in healthcare administration or a related setting. ○ Able to multitask and prioritise workloads efficiently in a busy reception and customer-facing setting. ○ Confident with information technology systems such as Microsoft Office e.g Word/Excel and capable of learning to use multiple bespoke systems. ○ Clear and effective written communication skills. 	E D D E E E	CV / Interview CV / Interview CV / Interview CV / Interview CV / Interview

<ul style="list-style-type: none"> ○ Well organised with strong attention to detail and the ability to manage competing demands. 	E	CV / Interview
Character <ul style="list-style-type: none"> ○ Excellent organisational skills. ○ Adaptable/flexible. ○ Reliable/conscientious. ○ Enthusiastic and self-motivated team player. ○ Ability to deal with uncomfortable situations. ○ Non-judgmental and ability to maintain confidentiality / discretion. ○ Ability to work independently and without supervision on occasions. ○ Good attention to detail. ○ Flexible. ○ Calm under pressure. 	E E E E E E E E E E	CV / Interview CV / Interview CV / Interview CV / Interview CV / Interview CV / Interview CV / Interview CV / Interview CV / Interview CV / Interview
CARE <ul style="list-style-type: none"> ○ Commitment and Passion. ○ Accountability and Reflection. ○ Respect and Inclusion. ○ Excellence and Innovation. 	E E E E	CV / Interview CV / Interview CV / Interview CV / Interview
Circumstances and Interests <ul style="list-style-type: none"> ○ Isle of Man Worker. ○ Able to work at least one evening shift per week. ○ Flexible to participate in a Saturday rota / evening clinics and provide cover for annual leave or sick leave as required. ○ Satisfactory Police Check. 	D E E E	Application CV / Interview CV / Interview Pre-Employment Checks