

Job Description:

Visitor Services Assistant

Function:	Health & Care – Soft FM Services – Visitors Services
Position:	Visitor Services Assistant
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Visitor Services Team Leader
Additional reporting line to:	Visitor Services Manager
Position location:	Colchester General Hospital

1. Purpose of the Job – State concisely the aim of the job.

To deliver a professional, customer-focused visitor service within the NHS Trust, ensuring efficient operation of reception, cashier, and general office functions. The role supports the Trust's financial and administrative processes by managing cash handling, car parking transactions, and cashier duties in line with policy.

Responsibilities include providing a welcoming and informative front-line service at the Welcome Desk, assisting with Estates and Soft FM tasks. This position plays a key role in maintaining accurate records, delivering high-quality clerical support, and ensuring compliance with Trust standards to enhance the overall experience for patients, visitors, and staff. Support the Trust absence reporting line by logging calls and updating records promptly.

- Offering helpdesk operational support, responding to calls relating to
 - Portering
 - Transport including the booking of taxis
 - Security including the booking of external security officers
 - Housekeeping
 - Catering
 - Estates
 - Grounds and Gardens
 - Linen and Laundry
- HR calls logging staff absences
 - Completing the red form accurately as this generates the email to the Line Manager
 - Updating Health Roster with absences and return to works

2. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Provide a professional and welcoming service at the main reception and Welcome Desk, assisting patients, visitors, and staff with enquiries.
- Operate badge access systems and issue visitor passes in line with Trust security policies.
- Handle car parking enquiries, process payments, and assist with PCN (Penalty Charge Notice) administration.
- Accurately process cash transactions for parking fees, reimbursements, and other visitor services in compliance with NHS financial governance.
- Complete daily cash reconciliation, maintain secure storage, and ensure accurate record-keeping for audit purposes.
- Carry out general office and clerical duties, including data entry, filing, and document handling.
- Respond to Estates and Soft FM requests, escalating issues where necessary.
- Maintain confidentiality and adhere to Information Governance standards at all times.
- Communicate effectively with Sodexo colleagues, ward managers, and service users to ensure smooth service delivery.
- Promote a safe environment by reporting incidents and following health and safety procedures
- To act as first point of contact for enquiries and requests for both Colchester and Ipswich Hospitals and Community Sites
- To provide a customer-focused Helpdesk service, responding to calls and emails in a timely manner and accurate manner in accordance with the service level specification
- Record all calls ensuring that the relevant information is logged onto either FM First or Health Roster, updating spreadsheets where necessary.
- Provide the department with a task number
- Be knowledgeable respond to calls for the following services:
 - Portering
 - Transport including the booking of taxis
 - Security including the booking of external security officers
 - Housekeeping
 - Catering
 - Estates
 - Grounds and Gardens
 - Linen and Laundry
- HR calls logging staff absences
 - Completing the red form accurately as this generates the email to the Line Manager
 - Updating Health Roster with absences and return to works
- Ensure complaints are dealt with in an efficient and sensitive manner, whilst ensuring appropriate records are maintained
- Provide an administrative support service to the team maximise time and to ensure a good response to customer service
-

The duties of this post are not exhaustive and may be reviewed and amended as necessary in accordance with a changing environment.

3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Communicate in a polite, clear and timely manner with customers.
- Demonstrate a caring, compassionate and positive attitude to patients, staff and visitors at all times.
- Work as team with Sodexo managers, supervisors, client employees and colleagues.
- Listen, empathise and work diligently to answer any queries raised by patients, visitors and employees.
- Dress in the correct uniform, personal protective equipment, inc. name badges, and always appear professional.
- Display professional conduct and protect patient's privacy and dignity.
- Leadership, customer service, organisational skills, and ability to manage difficult interactions.

4. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Comply with the Trust, Company and statutory regulations.
- To engage and promote a Zero Harm Mindset taking a pro-active approach to health and safety, minimising risk and empowering the team to improve the environment.
- Deliver a consistent level of service, within the Company's standards to the contract specification and agreed performance, qualitative and financial targets
- High levels of patient and service user satisfaction
- Efficient and economic use of labour, without premium rate overtime
- Month on month improvement in service failures.

5. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

- Visitor's Services consist of Parking Attendants, Reception services, Helpdesk as well as General Office clerical facilities.
- Welcome desk services operate in core hours 7 days a week.
- General Office and Car parking attendants operate Monday to Friday
- 5 over 7 shift patterns of work.

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

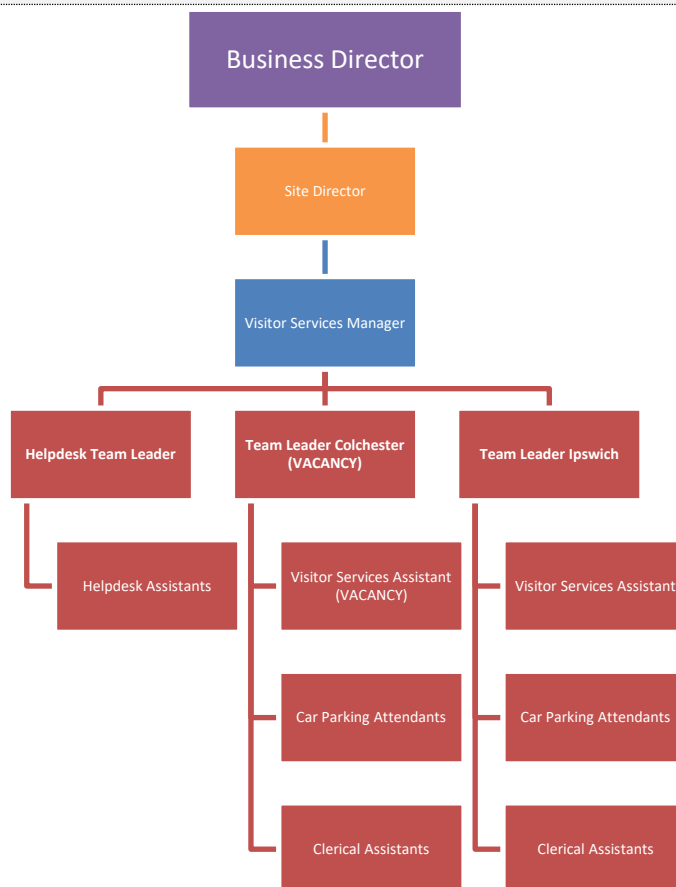
Essential Skills

- Proven experience in a supervisory or team leader role within customer service or facilities management.
- Strong organizational and administrative skills.
- Excellent communication and interpersonal abilities.
- Ability to manage multiple priorities in a fast-paced environment.
- Knowledge of access control systems, parking management, and cash handling processes.
- Competence in handling sensitive information and maintaining confidentiality.
- Experience in monitoring SLAs and producing performance reports.

Desirable Skills

- Experience in NHS or healthcare environment.
- Familiarity with PCN issuing and enforcement procedures.
- Proficiency in Microsoft Office and reporting tools.
- Knowledge of visitor management systems and car park technology.

7. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



8. Management Approval – To be completed by document owner

Version	1	January 2026	
Document Owner	Robert Deal		

9. Employee Acceptance

Signed:		Date	
Print Name:			