

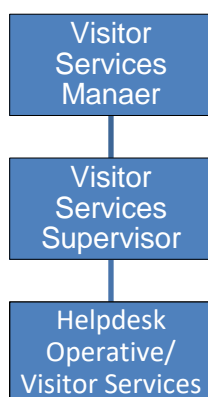
Job Description: Helpdesk Operative

Function:	Health And Care
Job:	Visitor Services Administrator
Position:	Communications
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Visitor Services Manager
Additional reporting line to:	Business Director
Position location:	Ipswich Hospital

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

- To provide the Trust with a professional and high quality, general office provision
- Support in the issuing and creation of ID badges and parking permits.
- Provide access to travel tickets and parking passes.
- Provide addition administrative support as required.

2. Organisation chart – Indicate schematically the position of the job within the organisation. 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.



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

- **Amending the Job Description** - It is expected that as the organisation develops and changes, it may be necessary to vary the tasks and/or the responsibilities of the post holder. This will be done in consultation with the post holder.
- **Confidentiality** - The post holder must at all times maintain a complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must, under no circumstances, be divulged or passed on to any unauthorised person or persons. The post holder must respect patient named confidentiality in keeping with "Caldicott principles".
- **Data Protection** - The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.
- **Policies and Procedures** - The post holder will be required to comply with all statutory legislation, Sodexo Health and care, and Trust Policies and Procedures.
- **Non Smoking Policy** - The Colchester Hospital site is a smoking free site, within the entire hospital building and grounds. All staff are required to fully comply with this policy.
- **Training** - The post holder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness. This includes a requirement to undertake training on and off site.
- **General** - The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the post holder. As the service develops, the requirements of the job will change and the post holder is expected to adapt to these changes.
- **Health & Safety** - Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedure is carried out to maintain a safe environment for the other employees and visitors.
- **Equal Opportunities Policy** - The Trust operates in a multi-ethnic area. All members of staff are expected to take into account equalities in all areas of work. All employees are expected to abide by the Trust's equal opportunities policy.

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

This means specific accountability to

- Support and provide the efficient administration of General Office services to patients, visitors and staff,
- ensuring services are carried out in a timely and efficient manner
- Communicate with understanding and diplomacy with patients, carers, relatives and the general public who may be distressed and/or have difficulty in understanding
- Be the focal point of contact for all enquiries face to face, over the telephone and by email
- Assisting both staff and public visiting the General Office re patient's property/valuable lost property. This includes dealing sympathetically with relatives collecting deceased patients' property
- Receive, sign and record patients' property and liaise with Ward staff, Registration Officers and other finance staff
- Daily receive list of deceased patients to check any patients' property held and liaise with Bereavement office for collection by relatives.
- Reimbursement of patient travel expenses in line with the Trust's policies and procedures
- Liaise with the parking management company, maintaining the car parking database to ensure permits are processed in a timely manner, dealing with queries in relation to parking charge notices, the whitelisting of staff, visitor and contractors' vehicles
- Attend meetings in relation to car parking administration
- Monitor and respond to emails in Personal, General Office and Travel Plan mailboxes
- Take photographs and process staff ID Badges on Access Control System

Carry out a range of General Office duties including:

- Open, deliver and collect departmental post and date stamp
- Ordering stationary
- Filing
- Photocopying
- Recorded mail

Assist with cashier duties including:

- Receive, count and prepare car parking income ready for G4S to collect
- Processing and receipting Trust fund requests on Integra
- Completing income sheets for petty cash, patients monies, patient travel expenses, car parking fees
- Record all cheques and cash received including charitable donations and prepare for banking, ensuring adequate documentation is received with cash/cheques especially those pertaining to Charitable Fund income
- Arrange creation of and reimburse departmental floats as appropriate
- Monitor cash levels in change machines and re-stock as necessary
- Collect/empty and reconcile Ultrasound machine in Maternity and telephone box takings in Outpatients, South and Garrett Anderson Receptions and prepare cash for banking

5. 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.

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6. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential:

Education/Qualifications - Good general standard of education and Health & Safety Passport.

- **Skills/Abilities** - Flexible working practice must be able to work a flexible shift pattern and overtime as required. Ability to cope within a highly productive and sometimes stressful environment. Good written skills, with ability to communicate clearly and effectively in English language. Good numerical skills. Confidence to communicate effectively with a wide range of people from general public to Senior Managers.

- **Experience** - Demonstrable customer service skills.

Desirable Experience - Two years' experience in a similar role. Previous Healthcare experience.

- **Personal Qualities** - Smart, clean and well presented. Team worker, practical with a common sense approach, friendly, considerate, approachable and reassuring, Honest & Patient.

7. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Growth, Client & Customer

▪ Leadership & People Management

	Satisfaction / Quality of Services provided	
	■ Rigorous management of results	■ Innovation and Change
	■ Brand Notoriety	Employee Engagement

8. Management Approval – To be completed by document owner

Version	1	Date	09/06 /2025
Document Owner			