University of Salford MANCHESTER

Job Description

Role Title:	Reception and Clinic Support Assistant
Faculty:	Health, Community and Life Sciences
Reference:	MPF2372
Grade:	3
Full or Part time:	Full time
Hours:	36.25
Reports to:	Clinical Administration Manager
Responsible for:	NA

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Overview

The Thrive Health and Wellbeing Centre is a pioneering facility within the Faculty of Health, Community and Life Sciences, bringing together teaching, research, clinical practice and community engagement under one roof. Designed in accordance with WELL Building principles and under-pinned by a trauma-informed approach, Thrive has been created to promote health, wellbeing, accessibility and inclusion for everyone who uses the building.

Visitors to Thrive include patients attending clinics, community groups, students, staff, healthcare professionals, partner organisations and members of the public. The Reception and Administration Assistant plays a crucial role in ensuring every visitor receives a warm, professional and inclusive welcome. As the first point of contact for the Centre, the postholder will provide front-of-house support, wayfinding, visitor assistance and administrative support, helping to create a safe, welcoming and person-centred environment that reflects the values and ambitions of Thrive.

For Admin roles in Faculties

Applicants should be aware that although the role will be assigned to The Thrive Health and Wellbeing centre reception in the first instance, we reserve the right to reassign the post to meet the future needs of the University.

Role Purpose

To provide a professional, welcoming and responsive front-of-house service within the Thrive Health and Wellbeing Centre. Acting as the first point of contact for visitors, patients, service users, students, staff and partners, the postholder will deliver an excellent customer experience through effective reception services, wayfinding and administrative support. The role will contribute to creating a safe, inclusive and accessible environment that reflects the Centre's commitment to health, wellbeing and trauma-informed principles.

Principal Duties & Responsibilities

Front of House and Visitor Experience

- Act as the first point of contact for all visitors, patients, service users, students, staff, contractors and external partners attending the Thrive Health and Wellbeing Centre.
- Provide a welcoming and inclusive service to all visitors, recognising that individuals may have different access, communication or support requirements ensuring all visitors receive a positive experience from arrival to departure.
- Support visitors with wayfinding and access to services, clinics, teaching facilities, events and community activities within the Centre.

- Respond to enquiries in person, by telephone and email, resolving routine queries and signposting individuals to appropriate services where required.
- Maintain the professional appearance, safety and accessibility of reception, waiting and public areas.

Patient and Service User Support

- Welcome patients and service users attending appointments, clinics and wellbeing services, ensuring they are informed and supported throughout their visit.
- Communicate effectively and sensitively with individuals from diverse backgrounds and with varying health, wellbeing, communication and accessibility needs.
- Demonstrate a trauma-informed and person-centred approach in all interactions, helping to create an environment that is safe, respectful and inclusive.
- Maintain confidentiality and handle sensitive information in accordance with University policies and relevant data protection requirements.

Clinic Administration Support

- Provide administrative support across clinical, educational and community services delivered within the Centre.
- Assist with appointment booking, amendments and cancellations using relevant systems and processes as required to support service delivery across the Centre.
- Support the maintenance of accurate records, databases and administrative documentation as required to support service delivery across the Centre.
- Provide admin support and cover for clinic administration activities during periods of absence, high demand or service development.
- Contribute to cross-team administrative support arrangements, enabling reception staff to work flexibly across reception and clinic administration functions as required by the service.

Building Operations and Facilities Support

- Receive, record and distribute deliveries, notifying recipients and ensuring items are stored appropriately until collection.
- Manage visitor, contractor and professional partner sign-in procedures in accordance with Centre requirements.
- Liaise with Estates, Security, contractors and other service providers regarding building-related issues and requirements.
- Report maintenance, health and safety or facilities concerns promptly through appropriate channels.
- Support room bookings and enquiries relating to the use of Centre facilities and spaces.

Partnership and Community Engagement

- Work collaboratively with university colleagues, healthcare professionals, community partners and external organisations operating within the Centre.
- Support visits, events, clinics, outreach activities and engagement initiatives taking place within the building.
- Contribute to a positive experience for all visitors of the Thrive Health and Wellbeing Centre by consistently providing excellent customer service and a welcoming environment.

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Generic Duties

- Undertake training and professional development relevant to the role.
- Work flexibly across the Centre to support operational requirements.
- Perform any other duties appropriate to the grade as may be required by the Faculty.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

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Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D)

Qualifications

1. Good standard of general education, including English and Mathematics at GCSE Grade C/4 or above (or equivalent) **(E)**
2. Administrative, customer service or business administration qualification, or equivalent relevant experience. **(E)**

Background and Experience

3. Experience of working in a busy reception, front-of-house or customer service environment. **(E)**
4. Experience of providing a professional and welcoming service to a diverse range of customers, visitors or service users. **(E)**
5. Experience of managing competing priorities and responding effectively to enquiries in a busy environment. **(E)**
6. Experience of using Microsoft Office applications and digital systems effectively. **(E)**
7. Experience of working within a healthcare, clinical, wellbeing, higher education or public-facing environment. **(D)**
8. Experience of supporting individuals who may be experiencing health, wellbeing, social or accessibility challenges. **(D)**

Knowledge

9. Knowledge of excellent customer service principles and visitor experience. **(E)**
10. Awareness of equality, diversity and inclusion and the importance of creating welcoming and accessible environments. **(E)**
11. Awareness of confidentiality and data protection requirements when handling sensitive information. **(E)**
12. Awareness of trauma-informed principles and how they can support positive experiences for service users and visitors. **(D)**

Skills and Competencies

13. Excellent communication and interpersonal skills, with the ability to communicate effectively with a wide range of people. **(E)**
14. Commitment to delivering an excellent visitor and customer experience. **(E)**
15. Ability to remain calm, professional and supportive when responding to sensitive, challenging or unexpected situations. **(E)**

16. Ability to work effectively as part of a team and use initiative within established procedures. **(E)**
17. A reliable, professional and adaptable approach, with the ability to respond positively to changing priorities and service needs. **(E)**