

Job Title:	Dental Receptionist		
Department:	Health & Social Services	Section:	Dental
Reports to:	Senior Dental Officer		
Grade:	Falkland Islands Government Grade – G1	Job Code:	TBC
Overall Purpose of the Role			
<p>To work as part of the dental team supporting the delivery of dental care by providing effective and efficient administrative assistance to the dental team.</p> <p>This role is often the first point of contact into a service and may involve a range of tasks including providing a reception service, undertaking a range of administrative services e.g. dealing with post and parcels, referral management, booking appointments, signposting appropriately.</p>			
Key Role Activities			
General			
<ul style="list-style-type: none"> • To provide an efficient and professional reception service for all service users, visitors, and staff, including ensuring effective appointment management and recall systems are implemented. • Undertake basic clerical tasks such as audio typing, scanning, filing, typing and handling correspondence. • To ensure that enquires are handled efficiently and courteously to the satisfaction of patients and colleagues. • Arranging patients' appointments in person and over the telephone using the computerized patient record and booking system. • Acting on messages at the beginning of each day and particularly being responsible for alerting the clinical staff to urgent messages relating to clinical care and other urgent matters. • Deal with queries, either via telephone, face to face or electronically, promptly and efficiently to ensure that an accurate and quality service is provided to staff and service users. • Provide administrative support of audits as required. • Provide support and assistance as required to the dental practice facilitator. • Ensuring effective appointment management and recall systems are implemented, and that adequate clinical and non-clinical time for practitioners is maintained. • Ensure waiting lists are kept up to date and accurate. • Comply with any reasonable request / order made by Hospital Management. <p><i>The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.</i></p>			

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Additional Information	
<p>All employed staff have a responsibility for records created, held and used as part of their work in the department including patient/client records, corporate and administrative records whether paper based or electronic, including e-mails. Records should be managed and stored appropriately and in all cases should comply with the requirements of the Department's Records Management Policy. Employees should read and understand this policy and should follow all procedures, seeking advice where necessary</p> <p>Appointment is subject to proof of the attainment of any qualifications deemed essential to the post and used as a basis for short-listing and selection. Failure to provide evidence of the required qualifications will result in any offer of employment being withdrawn.</p>	
Criminal Record Checks - This post is regarded as a sensitive post	
<p>All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).</p> <p>Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers.</p> <p>Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.</p>	

Person Specification:	Dental Receptionist		
Criteria	Essential	Desirable	Assessment Method
Knowledge, Skills & Experience			
Good written and verbal communication skills	✓		A/I
Ability to relate to and work with a diverse range of people	✓		I/R
Computer literate with good experience of Microsoft Word, Outlook and Excel	✓		A/I/R
At least 3 years administration or clerical experience	✓		A
Excellent customer care and interpersonal skills	✓		I
Team player with strong relationship building skills both internally and externally	✓		I/R
Good organisational skills and ability to prioritise and manage multiple tasks and competing demands	✓		I/R
Able to highlight problem areas at work and suggest new ideas to improve processes and procedures to get the best results	✓		I/R
Familiarity with EMIS patient management software		✓	A/I
Experience of working in a dental setting		✓	A/I
Personal Attributes:			
Self-motivated and able to use own initiative sensibly	✓		I/R
Reliable and consistent	✓		I/R
Be pro-active within remit of role and level of training	✓		I/R
Demonstrates commitment to any training programme	✓		I/R
Takes ownership of tasks	✓		I/R
Capacity and willingness to learn	✓		I/R
Adjusts communication style to suit situation and audience	✓		A/I/R
Aligns with FIG's Core Values – Diverse, Professional, Resilient & Resourceful	✓		I

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Criteria	Essential	Desirable	Assessment Method
Qualifications & Training			
GCSE English and Math grade c or above	✓		A
Note to Applicants: Please ensure that you demonstrate your ability to meet the requirements of the job in your application form by giving clear, concise examples of how you meet each criterion.			

Method of assessment:

A - Application Form I - Selection Interview

R – Reference

O - Other