



# JOB PROFILE

<b>Post Title:</b>	Dental Receptionist
<b>Portfolio:</b>	Health & Social Care
<b>Responsible to:</b>	Senior Dental Officer
<b>Responsible for:</b>	None
<b>Grade:</b>	B

## Job Purpose

To improve the lives of all within our community and help the island thrive by being the first point of contact at the Dental Clinic, providing all aspects of reception duties.

## Main Duties and Responsibilities

1. Reception duties to include meeting & greeting patients, answering the telephone, collecting and filing dental records, dealing with enquiries and booking appointments
2. Cashier duties including taking payment for dental treatments, issuing receipts and depositing cash
3. Providing over the counter sales of dental hygiene products
4. Providing pre and post-operative instructions for patients in agreement with the clinician
5. Be aware of and work within the section's Policies and Guidelines regarding all aspects of dental care
6. Assist with the completion of patient records/ medical history including the use of a computerized system
7. Assist with promotion of oral health and respond to general enquiries from patients and general public relating to dental matters
8. Assist with monitoring stocks and stock taking for over the counter sales items
9. Assist with general clerical duties associated with the running of the clinic including daily data collection
10. Responsible for the safekeeping of small sums of cash
11. Ensure service users timely responses to their telephone and email enquiries and processing all associated paperwork in a timely manner
12. Take responsibility for own development and willing to undertake training appropriate to the role



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13. Any other duties as necessary

## Special Conditions

- Dealing with people with physical and mental disabilities
- Dealing with irate and agitated customers

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

## Core Competency Framework

Competency	Level
<b>Professional Development:</b> N/A	i
<b>Planning &amp; Delivery of Work:</b> Work is delivered on time, efficiently and to the required quality standards with clarification sought when necessary and relevant parties kept up to date on progress.	ii
<b>Analysis and use of Information:</b> Gathers, summarises and interprets data with attention to detail. Follows guideline for identifying problems and capable of resolving day-to-day problems.	ii
<b>Decision Making:</b> Ability to act on own initiative and confident in making decisions within policy guidelines.	ii
<b>Working with Others:</b> Builds good working relationships and engages effectively with others to develop appropriate solutions/improvements.	ii
<b>Communication:</b> Good oral and written communication and ability to record factual information accurately	ii
<b>Influencing and Persuading:</b> Team player, receptive to constructive feedback and seeks clarification when necessary. Confident in expressing difference of opinion in a constructive manner	ii
<b>Dealing with Change:</b> Flexible and adaptable to change	i
<b>Continuous Improvement:</b> Willing to learn and develop in job role	i
<b>Managing Resources:</b> Works within appropriate guidelines and capable of dealing with varied situations with limited guidance.	ii



## PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
<b>Qualifications:</b>			
Functional Skills Level 2 in Maths and English	E	√	
<b>Knowledge &amp; Experience:</b>			
Experience in Cash Handling Practices	E	√	
Experience in Customer Service	E	√	
<b>Skills and Abilities:</b>			
Good IT Skills	E		√
Good Customer Service Skills	E		√
Excellent verbal and written communication skills with the ability to deal with people from diverse backgrounds	E		√
Must demonstrate professional conduct with the ability to remain calm and patient under pressure	E		√
Ability to work as part of a team and equally independently without direct supervision	E		√
Ability to maintain confidentiality and data protection at all times	E		√
Good organisational skills	E		√
Good telephone etiquette	E		√
Active listener and speaks clearly and directly	E		√
<b>Other:</b>			
Willingness to work flexibly	E		√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity	E		√

### Our Values

#### FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

#### INTEGRITY

We communicate openly and we are honest, accountable and ethical.

#### TEAMWORK

We work together and we support each other.



## ***PERSON SPECIFICATION***

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**Professional or Career Progression Cadre Competency Framework**

*N/A*