

# Front of House Assistant



## Job Framework

Job Title	Front of House Assistant	Cost Centre	
Location	MSI UK Centres	No. of Direct Reports	0
Reporting to	Operations Manager	Budget (Y/N) Responsibilities	N

### The Function

Marie Stopes UK is a reproductive health charity, best known for its abortion services which help 70,000 women a year. Our network of welcoming clinics and local community services, together with a 24 hour confidential helpline work, provide high quality, safe, accessible and compassionate advice, care and support for the women and men who need us. 95% of our services are commissioned by the NHS.

Our clinic network is growing as part of our strategy to be the charity of choice for the women and men who turn to us for help, and for our funders. Our influence is growing too, as we work to increase public and political understanding of the issues women and men face in making reproductive choices.

We're looking for people who share our drive to provide the best quality care to everyone who needs our services to join our committed teams of clinical, management and support staff.

We're proud to be champions for reproductive choice, and we work hard every day to make a reality of women's rights to decide whether and when to have children.

### The Role

Our Front of House Assistants are responsible for meeting, greeting and facilitating the treatment journey of our clients, along with other members of the team. One of the principle aims of the role is to ensure our clients have the best possible experience when visiting our centres. Front of House Assistants will also undertake a number of administrative, payment, booking and reporting duties on behalf of the centre.

### Key Responsibilities

#### Reception

- Preparation of waiting rooms and reception area for clinic sessions, ensuring that appropriate supplies and stationery are available
- Proactive management of waiting areas to prevent any standing or overcrowding
- Greeting clients and visitors on arrival and 'arriving' clients on the system and ensuring client notes are passed to the appropriate person/area
- Advise clients of what they can expect (e/g/ stages of process, timeframes, any delays etc.)
- Inform partners/friends/chaperones where they can wait/when to return to the centre
- Maintain an appropriate level of confidentiality when dealing with clients, partners and chaperones
- Being the first point of contact for any non-clinical client complaints / issues

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- Ensure adherence to Information Governance and Data Protection requirements at all times
- Acceptance of deliveries and direction to appropriate area for signing off and storage
- Management of language issues, providing appropriate assistance to team including booking and liaising with translators and translation services
- Manage the reception environment during clinic sessions, including keeping the waiting room area clean and tidy, replenishing leaflets
- Close down of waiting rooms and reception area following clinic sessions including locking up the centre and setting the alarm

## Administration

- Preparation of standard client letters and letters to other healthcare professionals/organisations
- Management of incoming and outgoing mail including samples
- Co-ordinate STI and blood screening samples/testing
- Answering incoming calls including post op queries and directing to appropriate personnel or taking clear messages
- Completing pregnancy testing and co-ordinating emergency contraception for walk-in clients
- Systematic filing and retrieval of client notes
- Photocopying as required
- Checking client documentation, including ensuring client notes are prepared correctly prior to client's arrival
- Scanning of notes to electronic system from satellite/other centres
- Co-ordination and management of remote doctor service for signatures and prescriptions
- Taking client fees as required
- Preparing/processing notes and information in readiness for financial and activity reporting

## Client Flow

- Monitor the flow of clients through the centre, identifying and rectifying any 'bottlenecks'. This is likely to involve:
  - monitoring client appointment and arrival times, identifying changes as appropriate and co-ordinating implementation
  - monitoring consultation appointment times, waiting times and duration, identifying any problems and facilitating action to alleviate
  - monitoring planned and actual admission, treatment and discharge order/times, identifying cause of delay and, in liaison with the Clinical Operations Manager, co-ordinating action to resolve
- Allocate recliners to ensure the smooth flow of clients and minimise both client waiting times and theatre/treatment room 'down time'
- Review client notes etc to identify clients potentially suitable for day unit treatment and monitor decisions following consultation, reporting on patterns of discrepancy
- Ensure that relevant team members are kept up to date with waiting times and any delays so ensuring that clients are correctly and regularly informed
- Liaise with all teams to anticipate client flow problems before they occur, taking or advising on action as necessary
- Together with the rest of the Centre's supervisory team identify, implement and monitor new initiatives for the improvement of the service, safety and client care

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## General

- Ad hoc project work as directed or required
- Make appointments for clients walking in off the street
- Escort clients to and from relevant treatment areas
- Undertake personal development
- Attendance at mandatory training
- Participation in performance and development reviews
- Provide cover at satellite centres as required. This could be any weekday or a Saturday dependant on business needs
- Provide an element of financial administration cover or operational administration cover in the absence of the Finance Administrator(s) or Operations Manager(s)
- Provide ad-hoc administration such as filing, note archiving, calendar maintenance, travel / hotel arrangements
- Any other reasonable duties as requested by the Management team
- Ensure Safeguarding concerns are identified and appropriate action is taken

## Experience

- Previous reception or similar experience gained in service or hospitality industry
- Experience of working in an environment which provides service excellence to clients
- Database familiarity

## Qualifications and Training

- IT literate – use if Windows based packages including EXCEL
- GCSE level education including English and Mathematics or equivalent

## Personal Attributes

### Skills

- Good problem solving skills
- Organised
- Able to use initiative
- Diplomatic and discreet
- Attention to detail

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- Excellent time management and prioritising skills
- Team player – ability to make an individual contribution to enhance the working of the team
- Clear and professional manner on the telephone and face to face
- Excellent communication skills, both written and spoken
- Excellent customer service skills.

## **Attitude/Motivation**

- Customer focused
- Enjoys working in a fast paced environment
- Self confident
- Reliable
- Flexible and willing to travel to other Marie Stopes International centres across the Region when necessary
- Conscientious
- Calm under pressure
- Self disciplined
- Willing to undergo training in line with organisational policy (will involve travel to other MSI centres and Support Office, London)
- “Uphold and actively demonstrate behaviours that align with organisational values and behaviours”
- Pro-choice

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## MSI Behaviours and Values

### Team Member Behaviours

#### Work as One MSI

- You contribute, use, and share accurate data and evidence to improve understanding, insight and decision-making across MSI, enabling us to maximise our ability to influence others
- You share relevant knowledge, expertise and resources to strengthen teamwork and prevent duplication of effort
- You actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.

#### Show courage, authenticity and integrity

- You hold yourself accountable for the decisions you make and the behaviours you demonstrate
- You are courageous in challenging others and taking appropriate managed risks.

#### Develop and grow

- You seek feedback to enable greater self-awareness and provide the same to others in a way which inspires them to be even more effective
- You manage your career development including keeping your knowledge and skills up to date.

#### Deliver excellence, always

- You strive to consistently meet and exceed expectations, putting clients at the centre of everything, and implement smarter, more efficient ways of performing your role
- You build and maintain effective long-term working relationships with all stakeholders, and are a true MSI ambassador.

#### Leadership (For Leaders only)

- You inspire individuals and teams, through situational leadership, providing clear direction
- You seek and provide opportunities which motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline
- You are aware of emerging developments in our sector, demonstrating strategic insight about our clients and business and encourage this in your team
- You articulate a vision of the future which inspires and excites others.

### MSI Values

- **Mission driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance
- **Client centred:** We are passionate about our clients and dedicate our efforts to delivering agreed objectives to the highest possible quality
- **Accountable:** We are accountable for our actions and take responsibility for everything we do to ensure long term sustainability and increased impact
- **Courageous:** We recruit and nurture talented, passionate and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.