



Job Description: Professional Service Positions

Faculty/Directorate/Service Area:	College of Medicine
Job Title:	Receptionist / Clerical Assistant
Department/Subject:	Joint Clinical Research Facility
Salary:	Grade 04 £23, 881 - £25,733 per annum together with NEST pension benefits
Hours of work:	35 hours
Number of positions:	1
Contract:	Permanent
Location:	Singleton Campus and Morriston Hospital

Main Purpose of Post	<ol style="list-style-type: none"> 1. First point of contact for all the above in the CRF located in the Institute of Life Science (ILS2) and for general telephone enquiries. Dealing in the first instance with enquires from patients and ensuring they are passed on to the relevant member of staff in a timely manner. 2. Dealing with mail deliveries and collections which includes dispatching of blood samples via couriers and all other deliveries for the CRF (i.e. clinical study supplies). 3. Data entry – upkeep of routine databases covering patients’ registers and research activity. 4. Ensuring patients / visitors have refreshment as appropriate. In respect of patients the post-holder must check with the study nurse prior to giving refreshment. 5. Collection of medicines from Singleton Hospital Pharmacy as per study requirements, obtaining medical notes and delivering samples to pathology laboratories within ILS1 and Singleton Hospital. 6. Booking meetings rooms, liaising with investigators, pharmaceutical companies and other external persons/organisations and arrange catering for the meetings as required. 7. Provide guidance to other post-holder(s) who may provide Reception cover. 8. Ensure that any displays / magazines are updated and maintain availability of relevant brochures and other related materials. 9. Any other duties as required by your line manager
General Duties	<ol style="list-style-type: none"> 10. To fully engage with the University’s Performance Enabling and Welsh language policies 11. To promote equality and diversity in working practices and to maintain positive working relationships. 12. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 13. Any other duties as agreed by the Faculty / Directorate / Service Area.
Professional Services Values	<p>All Professional Services areas at Swansea University operate to a defined set of Core Values - Professional Services Values and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p> <p>We are Professional We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality.</p> <p>We Work Together We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.</p>



	<p>We Care</p> <p>We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p>
Person Specification	<p><u>Essential Criteria:</u></p> <p>Qualifications</p> <ul style="list-style-type: none">• Good standard of general education <p>Experience</p> <ul style="list-style-type: none">• Experience of working in a multi-disciplinary/public-facing environment and having good organisational skills.• Experience of working in a Reception area and having good organisational skills with attention to detail. <p>Knowledge and Skills:</p> <ul style="list-style-type: none">• Good IT skills – in particular MS Office and database experience• Excellent communication skills both written and oral• Evidence of excellent customer service skills to deal efficiently with visitors, staff and client organisations• Ability to work as part of a team and able to work under own initiative• The ability to be flexible to changing priorities• Evidence of personal skills to work as an effective member of a team <p>Values:</p> <ul style="list-style-type: none">• Demonstrable evidence of taking pride in delivering professional services and solutions• Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers.• Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience <p><u>Desirable Criteria:</u></p> <ul style="list-style-type: none">• General knowledge and understanding of university financial policies and procedures• Experience of using QL purchasing or other financial management systems• Good knowledge of structure and relationships within a College of Medicine / Higher Education Institution or NHS• Demonstrate a basic understanding of medical terminology
Welsh Language Level	<p>Level 1 – ‘a little’ - pronounce Welsh words. Able to answer the phone in Welsh (good morning / afternoon). Able to use very basic every-day words and phrases (thank you, please etc.). Level 1 can be reached by completing a one-hour training course.</p>



Swansea University
Prifysgol Abertawe

**Additional
Information**

Informal enquiries: matthew.hanney@wales.nhs.uk

