Job Description

Job title:	**Dental Receptionist**
Department/School:	**Dental Centre**
Grade:	**Grade 3**
Location:	**Dental Centre**

Job purpose
The Role is Provision of all reception and administrative duties necessary to support the staff and activities of the Dental Centre. The post holder will greet patients and respond to direct, telephone or e-mail enquiries. They will work alongside the dentist and nurse in a supportive role to ensure smooth running of the appointment system and reception.

Source and nature of management provided
Dental Officer

Staff management responsibility
None

Special conditions
Half of annual leave needs to be taken at the same time as the dentist. Requirement for DBS check. To attend regular practice meetings and staff training sessions that at times outside the post holders normal working hours.

Main duties and responsibilities	
1	To provide reception services to the Dental Centre.
2	To provide the Dental Centre with administrative support and assistance as required.
3	Booking and administration of all dental appointments.
4	Stocktaking and ordering of stationery, stores and material as required.
5	To ensure high levels of customer care and service delivery from the Dental Centre reception.
6	To greet all customers to the Centre, ensuring they are made welcome and ascertaining their requirements, book appointments with the dentist and passing on information as relevant.
7	To answer the telephone and ensure excellent customer care of all enquiries made by telephone, email or letter.
8	To ensure the reception area is constantly neat and tidy.

9	Receipt, dispatch, classification, identification and appropriate circulation of official Department correspondence.
10	Receipt and despatch of laboratory work.
11	Pulling and filing of dental notes when required.

You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. This will form part of your substantive role and you will not receive additional payment for these activities
Be aware of the implications of the Data Protection and Freedom of Information Acts on the processing of data on patients of the practice.
This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather should be read as a guide to the main priorities and typical areas of activity of the post-holder. These activities are subject to change over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post holder.

UNIVERSITY OF BATH

Person Specification

Criteria	Essential	Desirable	Assessed by		
			A/F	I/T	R
Qualifications					
Educated to GCSE level or equivalent qualification, including English and Mathematics	X		X		
Experience/Knowledge					
Experience of working in a dental centre.		X	X	X	
Experience of R4 Dental Software		X	X	X	
Good understanding of customer care		X		X	
Skills					
Excellent interpersonal and communication skills	X			X	
Good standard of written and spoken English	X			X	
Comprehensive IT skills, with good working knowledge of Microsoft Office Packages	X			X	
Excellent organisational skills	X			X	
Attributes					
Ability to work both independently and as part of a team	X		X	X	
Ability and experience of dealing with confidential matters with absolute discretion	X			X	
A confident, calm communicator	X			X	

Code: A/F ï Application form, I/T ï Interview/Test, R ï References