



KING EDWARD VII's
HOSPITAL

King Edward VII's Hospital

Front of House – Supervisor (12 Months FTC)

Job Description

Job Title:	Front of House Supervisor
Department:	Front of House
Report to:	Patient Services Manager
Hours:	Full-Time 37.5
Contract:	12 Months FTC

Key Working Relationships: Patients and Visitors, Front of House Team, Clinical Staff, Administrative Staff, Security Personnel, Facilities Management, IT Support, External Vendors and Contractors

Role Summary

The Front of House Supervisor is responsible for leading and motivating the Front of House team to exceed customer service standards and ensure an exceptional patient journey. You will collaborate closely with the Patient Safety Manager to implement innovative improvements in patient services and customer care. This role requires passion, energy, and a commitment to developing team members.

Key Responsibilities:

Team Leadership and Customer Service

- Supervise and guide to the Front of House team to ensure they maintain a professional presentation and meet hospital service standards.
- Oversee training, development, and compliance for all team members to ensure they are equipped to deliver exceptional service.
- Monitor and support the team in achieving KPIs to maintain high customer service levels.
- Assist the Patient Service Manager with incident investigations and resolve queries to ensure timely and effective problem resolution.
- Identify areas for service improvement and implement solutions to enhance the patient and visitor experience.

Reception and Administrative Duties

- Welcome patients, consultants, and visitors and direct them to the correct location to provide a seamless and professional front-of-house experience.
- Maintain clear communication with wards and admissions regarding patient transport, admission, and discharge to ensure smooth coordination and efficient patient flow.
- Manage data collection and registration processes accurately to ensure the correct and timely entry of patient details, improving operational efficiency.
- Oversee the operation of the telephone switchboard to ensure all calls are courteously directed and messages handled promptly, improving communication across departments.
- Maintain the reception area's cleanliness and organization to provide a welcoming and professional environment for all visitors.

Security and Emergency Response

- Ensure the Front of House team follows security protocols to maintain a safe and secure environment for patients, staff, and visitors.
- Take part in emergency response procedures when necessary to ensure the safety and well-being of everyone during incidents.
- Manage access control and issue security passes to maintain proper security for hospital staff and visitors.

General Duties

- Manage uniforms and equipment efficiently to control costs and ensure resources are available as needed.
- Attend meetings and represent the department to ensure the team's needs are communicated and operational goals are met.
- Respect patient confidentiality and follow hospital policies to maintain compliance and uphold professional standards.

Key Skills and Requirements:

1. Proven experience in customer service, hospitality, or healthcare environments.
2. Strong leadership and team management skills.
3. Excellent communication and interpersonal abilities.
4. Ability to remain calm and effective in high-pressure situations.
5. Attention to detail and strong organisational skills.
6. Knowledge of data management and administrative processes.
7. Flexibility to meet the needs of the hospital, including occasional late or night shifts.

This job description is not intended to be an exhaustive list of duties, but mainly to highlight the current main responsibilities of the post. The post holder is required to undertake any other similar duties, as required by their manager and the changing requirements of the organisation.

This job description may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.

The post holder will be required to comply with all policies and procedures issued by and on behalf of King Edward VII's Hospital.

The Hospital is an equal opportunities employer, and the post holder will be expected to promote this in all aspects of his/her work.

Confidentiality

All information about patients and staff must be held in the strictest confidence and may not be divulged to any unauthorised person at any time without the authorisation of your manager or unless it is in the best interest of the individual. The post holder must maintain the confidentiality of information about patients, staff, and other Hospital service business by the Code of Confidentiality and the Data Protection Act 1998. A breach of confidentiality about manual or computer data will result in disciplinary action being taken by the Hospital's disciplinary procedure and may lead to dismissal.

Health and Safety Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974 to ensure that the agreed safety procedures are carried out to maintain a safe environment.

Risk Management

You have a responsibility for the identification of all risks which have a potential adverse effect on the Hospital's ability to maintain quality of care and the safety of patients, staff, and visitors, and for the taking of positive action to eliminate or reduce these.

Equal Opportunities

As a member of staff at the King Edward VII's Hospital Sister Agnes you have a personal responsibility to ensure that you do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others. You also have a responsibility to ensure that all people that you have contact with during your employment, including patients, relatives, and staff, are treated equally in line with the Hospital's Equal Opportunities Policy.