

# PROGRESS *your* CAREER



## Customer Service Assistant Band 2

Job Description and Person Specification

# Job Description

**JOB TITLE: Customer Service Assistant**

**BAND: 2**

**RESPONSIBLE TO: Phlebotomy Lead**

**KEY RELATIONSHIPS:**

Internal	External
<b>Phlebotomy Lead</b> <b>Phlebotomy Co-ordinator</b> <b>Phlebotomists</b>	<b>Patients</b> <b>Carers</b>

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

**Aim of the role:**

The expectation of this post holder will be to support their team, department and organisation to achieve the Trust's Values in their day to day work. These are the 5P's:

- Putting people first
- Prioritising quality
- Being progressive, innovative and continually improve
- Being professional and honest
- Promoting what is possible – independence, opportunity and choice

**The post holder will achieve this by:**

The post holder will achieve this by providing assistance to all clients visiting the busy Phlebotomy clinic each day Monday to Friday, 8am to 12.30 or 1pm to 5pm, helping with obtaining appointments, checking in for appointments, providing general enquiries as necessary in order to assist with the smooth running of the service and enhancing the patient experience.

The post holder will consistently deliver a “client-focused” service which promotes good customer service and effective working relationships.

## Key Responsibilities:

### Front of House

- Provide an effective and efficient front of house service to clients who visit the Phlebotomy clinic
- Present a calm and friendly image to clients
- Respond to frequent general enquiries promptly and in a professional and courteous manner whilst recognising barriers to communication
- Explain process of system in relation to calling patients into bleeding room
- Support clients to book new walk in appointments and record patient times
- Support clients to check in for pre-booked online appointments
- Support clients book future appointments via the kiosk at any 3 clinics
- Problem solve when patient appointments cannot be found, working closely with Phlebotomists
- Signpost clients to the other clinics within Waltham Forest if necessary
- Promote patient satisfaction survey at kiosk
- Be aware of business continuity plans to support service when necessary
- Be general link between clients and Phlebotomists
- Promote online booking system for walk in patients, handing out flyers
- Signpost clients to complaints procedure if required
- Help patients register to Swiftqueue if they have their own devices

### Computer/Administration

- Use of the Swiftqueue kiosk and laptop
- Problem solving and working with IT in relation to TV or system failures

### Stock management

- Receive deliveries of stock to Phlebotomy clinic
- Sign off and store safely within the Phlebotomy clinics ensuring compliance with Infection control standards, advising management when stocks are missing
- Work with Phlebotomists to restock stations as required

### Additional Information

Additional information about protocols and guidelines while working at NELFT are outlined in [this document](#).

### **Key Performance Indicators (KPI) and Objectives**

Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.

### **Review of this Job Description**

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

### **Other Duties**

There may be a requirement to undertake other duties as may reasonably be required to support the Trust. These may be based at other Trust managed locations.

**Date last reviewed:** 24<sup>th</sup> May 2024

**Date to be reviewed:** 24<sup>th</sup> May 2025

# Person Specification

Please note if you do not meet all the criteria listed in the person specification, we encourage you to still apply and development needs can be discussed at the interview.

Demonstration of Trust Values	Essential	Desirable	Measurement
<ul style="list-style-type: none"> <li>• Putting people first</li> <li>• Prioritising quality</li> <li>• Being progressive, innovative, and continually improve</li> <li>• Being professional and honest</li> <li>• Promoting what is possible, independence, opportunity, and choice</li> </ul>	✓		Application Form Interview Assessment

Qualifications	Essential	Desirable	Measurement
NVQ level 2 or equivalent standard of literacy and numeracy	✓		Application Form Interview Assessment
NVQ Administration/ Customer Service Level 2 or equivalent	✓		State measurement i.e. Application Form Interview Assessment

Experience	Essential	Desirable	Measurement
1 years experience of a customer facing role	✓		State measurement i.e. Application Form Interview Assessment

Providing good customer care in a busy environment	✓		State measurement i.e. Application Form Interview Assessment
Working in an NHS environment		✓	State measurement i.e. Application Form Interview Assessment

<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>	<b>Measurement</b>
An awareness of NHS priorities.	✓		Application Form Interview Assessment
Understand the needs of clients and deal tactfully and sensitively with concerns	✓		State measurement i.e. Application Form Interview Assessment
Maintain confidentiality/data protection	✓		State measurement i.e. Application Form Interview Assessment

<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Measurement</b>
Basic awareness of IT and IT skills	✓		State measurement i.e. Application Form Interview Assessment
Team player	✓		State measurement i.e. Application Form Interview Assessment

Willing to learn new skills	✓		State measurement i.e. Application Form Interview Assessment
Excellent interpersonal skills in a customer focussed environment	✓		State measurement i.e. Application Form Interview Assessment

Other	Essential	Desirable	Measurement
To be aware and demonstrate the Trust Values	✓		State measurement i.e. Application Form Interview Assessment
To be able to travel effectively throughout the Trust	✓		State measurement i.e. Application Form Interview Assessment