

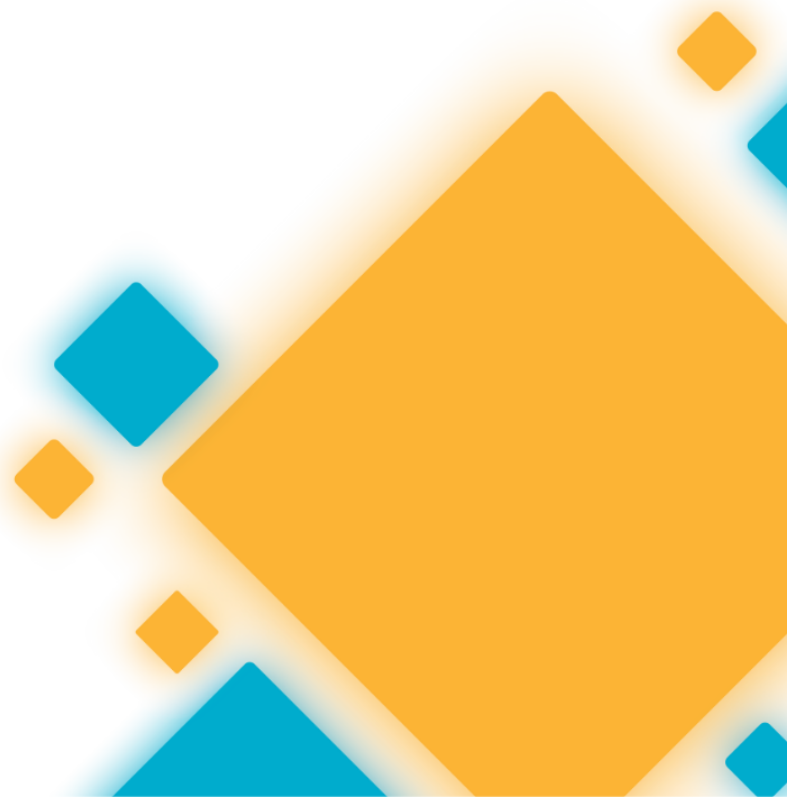
**With you, we're making the
difference.**

**Together, we can achieve
more.**

JOB DESCRIPTION AND PERSON SPECIFICATION

Receptionist

UTC's



For you. For them. With us.

For you: we offer a fulfilling career, full of support, compassion, respect, fulfilment, and benefits.

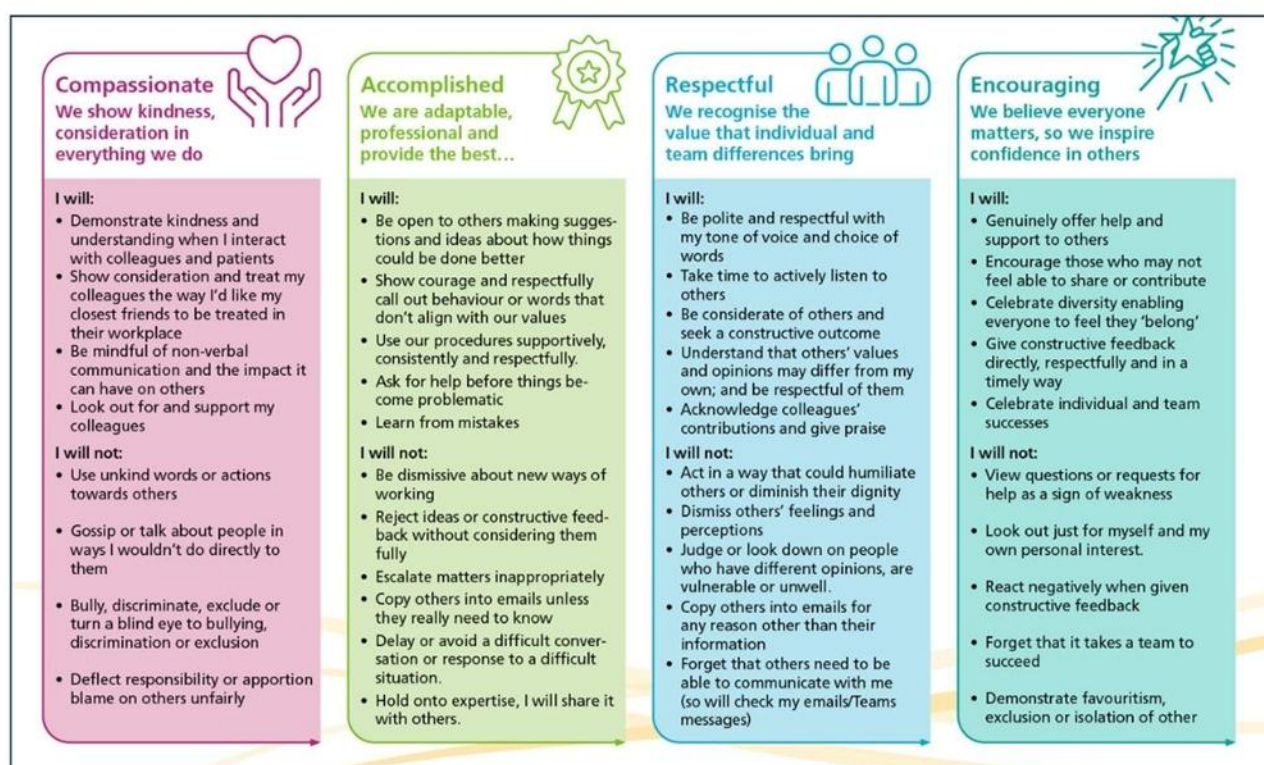
For them: we overcome challenges and achieve more for our patients and their outcomes.

With us: we're united through purpose, teamwork, shared pride and fulfilment. Our values, behaviours and principles.

Our values, behaviours and principles

At DHU, how we work is just as important as what we do. Our Behavioural Framework (below) is rooted in our CARE values and sets out the behaviours we expect from everyone. Together, these behaviours shape a culture where every role and every person matters.

When you become part of DHU, you join an organisation where these values are lived every day by our people, for our patients, and within our communities.



Job Description and Person Specification

Position:	Receptionist
Division:	UTC
Location:	Corby UTC
Reporting to:	Operations Manager
Band:	Band 2
Last reviewed:	July 2026

Purpose of the role

The Receptionist plays a vital role in providing a professional, welcoming, and efficient front-line service for patients, visitors, and colleagues. The postholder ensures the smooth day-to-day operation of reception and administrative functions, supporting the delivery of safe, compassionate, and high-quality primary care services. By delivering excellent customer service, maintaining accurate patient information, and supporting clinical and operational teams, the role contributes to positive patient experiences and the effective running of DHU Health Care CIC services.

Performance measures

Success in this role will be demonstrated through:

- Providing a professional, compassionate, and courteous reception service that delivers a positive experience for patients, visitors, and colleagues, reflected through patient feedback and adherence to DHU values.
- Maintaining accurate and timely administration of patient records, appointments, correspondence, and data entry, ensuring compliance with information governance and confidentiality standards.
- Managing telephone and face-to-face enquiries efficiently, ensuring patients are directed appropriately and appointments, home visit requests, and other enquiries are handled in line with practice protocols.
- Ensuring reception, waiting areas, and administrative workspaces are maintained to a high standard, with opening and closing procedures completed safely and consistently.
- Demonstrating flexibility and teamwork by supporting colleagues, responding to changing service demands, and contributing to continuous improvement, learning, and service development.
- Maintaining compliance with mandatory training, safeguarding, infection prevention and control, data protection, and organisational policies while consistently demonstrating DHU's values of being Compassionate, Accomplished, Respectful, and Encouraging.

Key areas of accountability and responsibility

Key Areas of Accountability and Responsibility

Reception & Patient Services

- Deliver a professional, compassionate, and efficient reception service, welcoming patients and visitors, managing enquiries, and ensuring a positive patient experience at all times.
- Manage appointment bookings, patient registrations, home visit requests, and other patient interactions in accordance with practice procedures and service protocols.

Administrative Support

- Maintain accurate patient records by completing data entry, summarising records, filing documentation, processing correspondence, and supporting the effective administration of clinical services.
- Handle telephone enquiries professionally, accurately recording and directing calls, taking messages, and escalating issues where appropriate.

Operational Support

- Ensure reception, waiting areas, and administrative workspaces are maintained to a high standard, completing opening and closing procedures and reporting any operational issues promptly.
- Support the smooth day-to-day running of the service by managing incoming mail, preparing patient records, and undertaking general administrative duties as required.

Quality, Governance & Compliance

- Maintain confidentiality of patient and organisational information, ensuring compliance with data protection, information governance, safeguarding, infection prevention and control, and all DHU policies and procedures.
- Identify, report, and escalate incidents, concerns, compliments, or service issues appropriately, contributing to a culture of safety, quality, and continuous improvement.

Teamwork & Professional Development

- Work collaboratively with clinical and non-clinical colleagues to support service delivery, demonstrating flexibility to meet operational requirements across DHU locations where required.
- Maintain professional knowledge and competence through mandatory training, continuing professional development, and by contributing positively to team learning and organisational improvement.

Person specification

The Person Specification defines the essential and desirable criteria a candidate needs to be successful in the role. It helps ensure fair and transparent recruitment and should align with DHU's values and capability expectations.

Structure your criteria under clear headings, such as these example below:

Experience & Qualifications

Essential

- Experience of working in an administrative or reception role.
- Experience of delivering excellent customer service in a busy environment.
- GCSEs (or equivalent) in English and Mathematics, or equivalent relevant experience.
- Commitment to continuing professional development and willingness to undertake relevant training.

Desirable

- Experience of working within a healthcare or NHS setting.

Knowledge & Skills

Essential

- Excellent verbal and written communication skills.
- Good IT skills, including Microsoft Office applications and the ability to learn new systems.
- Ability to maintain accurate records with excellent attention to detail.
- Ability to prioritise workload, manage competing demands and work effectively under pressure.
- Ability to maintain confidentiality and handle sensitive information appropriately.
- Ability to work independently while contributing effectively as part of a team.

Desirable

- Experience of using patient administration systems, such as EMIS or SystmOne.

Personal Attributes

Essential

- Demonstrates DHU's values of being Compassionate, Accomplished, Respectful and Encouraging.
- Friendly, professional and approachable, with excellent interpersonal skills.
- Flexible and adaptable, responding positively to changing service needs.
- Committed to delivering a high standard of patient service.
- Reliable, organised and able to use initiative.
- Committed to maintaining confidentiality and professionalism at all times.

Where Required

- Full UK driving licence and access to a vehicle to travel between DHU sites.

Key policies and what we expect from each other

Belonging: At DHU, we want everyone to feel like they truly belong. We believe our team should be just as diverse as the people and communities we care for. Whoever you are, wherever you're from - you're welcome here. We're all about building a culture where everyone feels seen, heard, and valued.

Diversity: We're proud of the different backgrounds, experiences and perspectives our people bring. That's what makes us strong. We treat everyone fairly and respectfully, and we're committed to creating a workplace that celebrates what makes each of us unique. No one should ever feel left out, left behind, or treated differently.

Safeguarding: Keeping people safe is at the heart of what we do. Whether it's patients or colleagues, children or adults - we all share a responsibility to look out for one another and speak up if something doesn't feel right.

Health & safety: Everyone has a part to play in staying safe at work. Be mindful of how your actions affect others and follow our health and safety guidance. If you see something that's not safe, speak up.

Wellbeing: Look after your own health and wellbeing, and help create a positive, supportive workplace for everyone. Use the resources available, treat colleagues with respect, and speak up if something isn't right. Together, we can make DHU a place where everyone can thrive.

Infection prevention and control: A clean and safe space is everyone's responsibility. Stick to our infection prevention guidance - it helps protect you, your team, and the people we care for.

Looking after our planet: We all have a part to play in protecting the environment. At DHU, we do our bit by using resources wisely and keeping waste to a minimum. That means recycling and sorting waste properly, switching off lights and equipment when we're not using them, reporting heating or cooling issues as soon as they happen, and cutting down on unnecessary travel. Small actions, big difference - especially when we all do them together.

Teamwork: As part of our DHU team, you might be asked to take on different tasks now and then to help us meet our goals. We all pitch in where we can, support each other, and stay flexible to keep things running smoothly.

Postholder acknowledgement

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

Please Note: If you are unclear of any requirement in this document obtain clarification from your line manager.

Signature of the postholder
Signature of the postholder
Signature of the postholder

DHU Healthcare is the trading name of DHU Health Care C.I.C., a limited company registered in England and Wales. Registration no. 05834163. Registered office: No:2, Roundhouse Rd, Derby, DE24 8JE.