

EMERGENCY DEPARTMENT RECEPTION SUPERVISOR

Candidate Pack



Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- The role helps run the daily admin work in the Emergency Department and Urgent Treatment Centre, making sure everything is organised and runs smoothly emergency department admin support.
- It supervises the reception and clerical teams, making sure all shifts are covered at all times on both hospital sites team supervision across sites.
- It includes working at least one reception shift each week to stay up to date and help cover sickness when needed weekly reception work.
- It makes sure patient information is recorded correctly and checks waiting-time data every day to support safety targets patient data accuracy.
- It manages rotas, sickness records, training, recruitment, and staff development to keep the service running well staff management duties.
- It helps improve the service by solving problems, supporting audits, and making sure all policies and safety rules are followed service improvement responsibilities.

Job Description

Job title:	Emergency Department Reception Supervisor
Grade:	4
Site:	The Royal Shrewsbury Hospital and the Princess Royal Hospital, Telford
Accountable to:	Operational Managers – Emergency Centre
DBS required:	Standard

ROLE SUMMARY:

To assist the Operational Management Team by managing, on a day-to-day basis, a robust administrative and clerical service for the Emergency Department and Urgent Treatment Centre. The post holder will:

- Supervise administrative and clerical staff within the Emergency Department, totalling approximately 12-15 members of staff per site.
- Will be required to work across both hospital sites, providing comprehensive supervisory support to both teams at times of annual leave and absence.
- You will be required to work a minimum of one reception shift per week to ensure you remain up to date with processes and are able to cover for sickness etc.
- Ensure the ED Reception is staffed 24 hours a day, 365 days per year. To include any short-notice cover.

- Ensure Ward Clerk / Navigation cover is in place 7 days a week between the stipulated hours on both sites. To include any short notice cover.
- Manage personnel duties – including monitoring sickness, appraisals, training, Eroster and recruitment processes.
- Be responsible for the completion and submission of audit databases, including HCR, assault and any others as required.
- The post holder will support the Emergency Centre Management Team to validate data ensuring the submission accurately reflects the patient pathway.
- The post holder will be responsible for the daily validation of patient pathway in relation to 4-hour patient safety target for all patients attending the Emergency Departments, Minor Injuries and Urgent Treatment Centres, all paediatric attendances and all patients who Left Without Being Seen.
- The post holder will validate all patients who spend between 12-13hours within the Emergency department.

SCOPE and RANGE:

The ED Reception Supervisor has a continuing duty of care to ensure that all shifts are covered at all times.

Ensure data is validated and captured accurately regarding patient waiting times.

The post holder will have regular contact with patients, members of the public, medical staff, General Practitioners, medical secretaries, nursing staff, ambulance staff, and members of staff from other Hospitals.

MAIN DUTIES AND RESPONSIBILITIES

- To be responsible for ensuring appropriate cover for Ward Clerks and Receptionists in the EDs 24 hours per day, 365 days per year.
- The post holder will support the Emergency Centre Management Team to validate data ensuring the submission accurately reflects the patient pathway.
- The post holder will be responsible for the daily validation of patient pathway in relation to 4-hour patient safety target for all patients attending the Emergency Departments, Minor Injuries and Urgent Treatment Centres, all paediatric attendances and all patients who Left Without Being Seen.
- The post holder will validate all patients who spend between 12-13hours within the Emergency department.
- To plan monthly rotas and enter information on rostering system for both sites
- To lock down Eroster in a timely manner at the end of each week/month after ensuring all necessary amendments have been recorded and that all entries are accurate. To Include sick leave, annual leave and any additional hours worked.
- To be responsible for recruitment and training of all new staff. Maintenance of personal files to include calculation of annual leave entitlement, monitoring of annual leave both to ensure operational service delivery continues.

- To liaise with the Eroster team and Payroll service to resolve any issues, queries or to update staff details within ESR.
- To be responsible for all in-house CareFlow training for the reception and ward clerk teams, including any affiliated staff.
- To be responsible for the completion of sickness records for all staff in the designated area and follow Workforce policies in relation to sickness management including conducting Return to Work interviews following long- and short-term sickness.
- To be responsible for undertaking Talent Conversations with staff on a yearly basis, which will include the development and co-ordination of training plans for staff, ensuring new skills and knowledge are used to improve service delivery and participating in personal objective setting, including the creation of PDPs.
- To assist with the investigation of clinical incidents and taking appropriate action to remedy faults/issues as necessary.
- To be responsible for investigating and managing complaints involving clerical staff.
- To be responsible for use of Oracle to order office supplies.
- To maintain and audit stock levels for minimum lead times and stock holding for the ED administration teams.
- To be responsible for initiating and undertaking work place assessments and risk assessments, ensuring the area and equipment is safe to use.
- To be responsible for working with external auditors, with the assistance of the Matrons, senior Nurses and the Operational Team.
- To be responsible for assigning duties to individuals to ensure the timely provision of information and documentation for Consultants and their teams.
- To check and agree nominal roles on a monthly basis.
- To ensure that clerks provide A&E notes for both emergency and outpatient follow up appointments, making sure all notes are copied correctly and are complete.
- To ensure data entry onto the hospital computerised patient administration system (CareFlow) is both accurate and timely in relation to patients arriving either as Walk In or via Ambulance
- To ensure that all staff provide a timely and accurate booking-in system for patients attending the EDs and producing documentation to support the recording of clinical information.
- To ensure that regular audits are undertaken of data quality and to report and act upon these findings.
- To ensure that all staff maintain confidentiality of patient information by update training on a yearly basis and monitoring of information giving.
- To be responsible for emailing completion of external audits including Assault data base
- To ensure that all staff attends annual Statutory and Mandatory training and to ensure an accurate database is kept, monitoring on a monthly basis.

- To produce monthly and ad hoc statistics, SQL reports and data, input graphs for the A&E Department using Microsoft databases.
- To ensure that scanning procedures are adhered to.
- To communicate with outside software company to deal with issues concerning scanning to improve quality and service.
- To communicate with issues regarding printing and photocopying, ensuring the service is maintained within the Emergency Department.
- To carry out regular quality assurance checks on the scanning system and archived data.
- To ensure that the Majax (Major Incident) call-out list is updated regularly, that the supporting documentation is complete, and that all staff are trained sufficiently to deal with the administrative aspects of a Major Incident.
- To be responsible for maintaining confidentiality of patient information
- To be aware of and work within the Trust's Health & Safety policy at all times.
- To assist the Nurse and Ops Management in ensuring that all Trust policies/procedures are adhered to and make recommendations for amendment where necessary.
- To assist the Operations Manager and ED Department Manager to reach the A&E Government targets and to ensure procedures are in place to adhere to this.
- To encourage and contribute improvement and innovation in the quality of service delivery and patient care.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to GCSE standard (or equivalent) English to Grade C or above. • NVQ3 administration or Customer Care/IT or equivalent qualifications or the ability to demonstrate the equivalent experience gained in a similar role. • Evidence of a commitment to continuous professional development 	
Experience	<ul style="list-style-type: none"> • Experience of operational administrative work within the NHS • Demonstrable understanding of the NHS Emergency Department targets and associated principles • Experience of a Supervisor role • Experience of managing Workforce issues – Understanding of Trust policies in relation to Health and Wellbeing • Experience of Health Roster • Ability to analyse data and present findings effectively • Experience of working autonomously in an administrative and clerical role demonstrating an ability to exercise own judgement and analyse situations in order to identify a way forward. • Working knowledge of validating patient pathways to ensure they provide an accurate record 	

Knowledge and skills	<ul style="list-style-type: none"> • Exceptional interpersonal skills and the ability to develop relationships. • Evidence of ability to manage own workload effectively. • Experience of using a full range of IT systems including Microsoft Office and patient administration/data systems • Excellent numerical skills 	<ul style="list-style-type: none"> • Example • Example • Example
Other	<ul style="list-style-type: none"> • Excellent communication skills both written and verbal. • Ability to work well within a team • Be methodical and accurate • Demonstrate a caring and responsible attitude to our patient's experience of our services • Receptive to change • Values others ideas and opinions • Flexible to meet the needs of the service • Understanding of patient confidentiality. • Experience of maintaining a fast pace of work and delivering to tight deadlines. • Ability to travel across all Trust sites as required. 	

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are

employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of

Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of

work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

