

Position Description: Front of House Manager

Position Title	Front of House (“FoH”) Manager
Business area:	Reception
FTE:	As per Conditions of Employment
Reports to:	Hospital Manager

Position Objective

- To oversee and manage all aspects of the Front of House including reception, bookings and medical records
- Leads, supports and coaches all teams to ensure they deliver an exemplar experience in any interaction

Functional Relationships

Internal:	External:
<ul style="list-style-type: none"> • Patient Care Manager • Perioperative Services Manager • Senior Clinical Team • Senior Management Team 	<ul style="list-style-type: none"> • Patients • Clinicians and their staff • Radiology staff • Contractors • Any visitors to St George’s

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Area of Accountability	Expected Results
People Leadership	<ul style="list-style-type: none"> • Leads the FoH team to deliver exemplar customer service and exceptional standards • Supports and regularly coaches the FoH leadership team to reach their full potential • Fosters and creates a high performing engaged team who take pride in their work • Recruits, manages and supervises the FoH leadership team which includes absence management, appraisals and performance • Determines and clearly sets and communicates work priorities with the FoH leadership team • Role models the expected behaviors that align to St George's Values and culture
Service Delivery	<ul style="list-style-type: none"> • Creates and operationalises measures of success and uses data to make effective decisions in delivering the highest standards across the front of house functions including: <ul style="list-style-type: none"> ◦ Reception ◦ Booking operations ◦ Medical records ◦ Concierge • Ensures all patient information and data is handled sensitively with care and privacy • Ensures the reputation of St George's hospital is always maintained • Ability to make administrative and procedural decisions and judgement on sensitive confidential issues • Regularly identifies continuous improvement opportunities and implements change to processes that benefit and contribute to exceptional service delivery
Operational Management and Planning	<ul style="list-style-type: none"> • Planning departmental resources to requirements whilst remaining flexible to meet the changing needs of the department • Creation and implementation of best practice guidelines and auditing these processes • Develop mid and long-term plans to ensure front of house aspects are considered, audited and reviewed • Remains flexible to meet the changing operational needs on a continual basis • Ensures business continuity plans are in place and reviewed regularly • Develops and updates the standard operating procedures (SOP)
Interpersonal Relationships/Teamwork	<ul style="list-style-type: none"> • Supports and encourages the professional growth of the team. • Promotes harmonious working relationships within all colleagues. • Appreciates and respects the contribution of others within the team. • Contributes positively to the goals of the team and the organisation. • Communicates effectively, honestly and openly with other colleagues. • Models St George's values.
Professional Development	<ul style="list-style-type: none"> • Undertakes responsibility for meeting all the mandatory requirements of the professional body and the organisation. • Participates in Performance Planning and Review.
Quality Improvement	<ul style="list-style-type: none"> • Participates actively in quality improvement processes through planning, implementation and evaluation of improvements to service delivery. • Initiates, participates in design and evaluates audits applying outcomes to improve service provision. • Documents and reports incidents accurately in accordance with hospital policy. • Participates actively in the development/review of policies and procedures.
Organisational Culture	<ul style="list-style-type: none"> • Promotes the demonstrates St George's values within the teams. • Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for customer focus.

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Area of Accountability	Expected Results
	<ul style="list-style-type: none"> Adheres to St George's policies and procedures.
Understanding of Te Tiriti o Waitangi	<ul style="list-style-type: none"> Understands and has knowledge of Te Tiriti o Waitangi and its implications.
Cultural safety	<ul style="list-style-type: none"> Respects diversity of cultural, this may include age, gender, sexuality, ethnicity, culture, disability or beliefs.
Health & Safety	<ul style="list-style-type: none"> Ensures accidents and untoward incidents occurring in the department are reported. Takes reasonable care for personal health and safety. Takes reasonable care that own acts or omissions do not adversely affect the health and safety of other persons. Complies, as far as is reasonably able, with any reasonable instruction that is given to allow St George's to comply with the Health and Safety at Work Act 2015 and its amendments Co-operates with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to workers. Ensures compliance with hospital security requirements and is vigilant in all matters of security. Recognises safety hazards and initiates appropriate corrective actions. Attends fire and evacuation lectures and participates in drills as required. Participates in Health and Safety training as mandated by St George's
Other Duties	<ul style="list-style-type: none"> Performs other duties relating to the scope of the role when requested.

	Essential	Desirable
Experience & Knowledge	<ul style="list-style-type: none"> Experience in a customer facing service delivery role Proven leadership ability and experience Experienced and skilled in the use of a range of technology applications 	
Personal Attributes	<ul style="list-style-type: none"> High level of emotional intelligence Demonstrates passion and energy for their work Presents themselves professionally with alignment to St George's Hospital values Uses initiative and takes accountability for decisions Strong interpersonal and communication skills Excellent organizational and prioritization skills Puts people first and does the right thing 	

Agreed by:

Signed: _____ **Date:** _____
(Employee)

Signed: _____ **Date:** _____
(pp St George's Hospital)