

We have an exciting opportunity for a Dental Administrator to join our team based in Plymouth. This vacancy is for 3 days per week, working across 38 weeks per year. This contract is fixed term until April 2023.

We are looking for an enthusiastic and motivated individual whose duties will include dealing with patients and students both face to face and on the phone, reception, filing and general administration. Must possess good computer skills including a working knowledge of Microsoft Office packages. Excellent communication skills both verbal and written are essential.

Peninsula Dental Social Enterprise (PDSE) are an award-winning Social Enterprise and Community Interest Company. We provide NHS treatment and outreach services to local communities in Devon and Cornwall and we work closely with the University of Plymouth's Peninsula Dental School to support the clinical education of its dental healthcare students.

As a social enterprise, we are a values driven organisation with a focus on patient-centred care and addressing local oral health needs.

This role includes:

- A starting salary of £19,214 per annum pro rata (actual salary £9,649.32)
- Access to an online CPD platform
- Additional CPD at our two company Away Days each year
- Access to the Scottish Widows pension scheme with generous employer contributions
- Access to our Employee Assistance Programme
- Access to our Cycle to Work Scheme
- Opportunities to contribute to company development through our dedicated 'Team Talk' channels

This post is subject to enhanced clearance from the Disclosure and Barring Service.

Please apply via this website or if you would prefer to submit a CV, you can submit this via our [website](#) or you can email us [at PDSE-recruitment@plymouth.ac.uk](mailto:PDSE-recruitment@plymouth.ac.uk)



**Role:** Dental Administrator  
**Grade:** Band 2  
**Reports to:** Team Leader  
**Role summary:**

Dental Administrators are required to provide a quality telephone call handling, reception and appointment service and assist professional staff with clerical and administrative duties. To support the organisation in ensuring that the Dental Education Facility (DEF) is efficiently organised.

This post contains a range of duties requiring a variety of skills. The post involves liaising with professionals in healthcare, facilities, support staff and members of the public as well as Peninsula Dental School Staff, PDSE Staff and Dental Students.

**Key accountabilities:**

- Carry out general administrative duties and provide administrative support in the organisation and running of the DEF
- To carry out reception duties including dealing with staff, dental students, patients and their carers, both in person and on the telephone, in a courteous and efficient manner.
- To ensure that all information relating to patients, staff and students gained through DEF employment is kept confidential.
- Assist with the administration of patient satisfaction questionnaires, research and audits.
- To undertake any necessary training in support of the duties of the post holder.
- Responsible for ordering stocks and supplies using an electronic ordering system.
- Role may include some cash handling
- Organises tasks and activities, including maintaining the appointment book, to make optimum use of clinical time and patient treatment.
- Reports untoward incidents and complaints.
- Undertakes the responsibilities of a key-holder.
- Apply PDSE, NHS, Dental School and departmental policies and procedures to work practice.
- Takes part in Peninsula Dental School promotional activities and student assessment.
- The post holder will be required to work at, or attend meetings at all of the DEFs in the Peninsula.
- The post holder will be required to attend training at locations away from their main place of work.

**Measures of success:**

- Demonstrable attention to detail
- Successful outcomes to items listed in role summary and other delegated tasks
- Successful delivery of key priorities and objectives agreed with manager and as part of the performance development review
- Positive customer feedback
- Meets deadlines

- Manages competing demands

**Knowledge, Education and Training:**

- 5 GCSEs grades A-C or NVQ II or equivalent, or able to demonstrate the skills, knowledge and ability to work to this level.
- Fluent in written and spoken English language.
- Good, effective written and verbal communication skills.
- Understanding of confidentiality and measures to implement it.
- Willing to undertake further training.

**Experience:**

- Experience of working with people in a public-facing environment (preferred not essential)
- Knowledge and experience of using Microsoft Office, Word and E-mail.

**Skills:**

- Excellent communication and interpersonal skills
- Ability to deal with patients who have language difficulties, may be anxious or irate while remaining calm
- Ability to cope well under pressure and be able to solve non-routine problems and enquiries in a busy environment.
- Ability to be assertive and use own initiative in sensitive circumstances.
- Understanding of the issues surrounding confidentiality.
- Ability to work well as part of a team.
- Good organisational skills with the ability to plan and prioritise tasks.
- Willingness to work flexibly to meet the needs of the School.

**Behaviours:**

- Demonstrates self-leadership
- Demonstrates enthusiasm and commitment at all times
- Demonstrates commitment and support to PDSE, to PDSE managers and to colleagues
- Uses initiative to start and complete tasks without direct supervision
- Takes ownership of tasks
- “Can do” and positive attitude with a self-starting nature
- Uses own expertise and uses it to develop others
- Supports others to achieve goals
- Forms good working relationships with colleagues to achieve successful outcomes
- Ability to manage multiple tasks and competing demands
- Uses full range of knowledge of dental procedures, including any specialist knowledge, to support patient care

**Other:**

This job description provides a general reflection of the key accountabilities associated with the post, it is expected that the role holder will undertake any other reasonable activities to assist in efficient service delivery.

This job description is not exhaustive and may change as the post develops, but such change will not take place without consultation between the post holder and his/her manager.

Normal working hours are 0845 to 1700 Monday to Friday, however on occasions to meet business need you will be required to work revised hours, typically between 0800 and 1800.

The Working Time Regulations apply to all employees of Peninsula Dental Social Enterprise (CIC) In particular Peninsula Dental Social Enterprise (CIC) will not permit staff in all employments to work in excess of 48 hours in any one week except where there are exceptional service needs where an absolute limit of averaging over a reference period of 17 weeks would apply.