

Receptionist

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Western Isles Health Board
The best at what we do



Job Advert



Receptionist
Band 2 £26,696 - £28,988 pro rata
Plus, Distant Islands Allowance of £1,461 pro rata
22.50 hours per week
Permanent Post

For more information on living and working in the Western Isles visit the website:
<http://www.wihb.scot.nhs.uk>

We are looking for a motivated, friendly person for the Western Isles Hospital front of house Reception team who provide a 24 hour 7 days a week service for NHS Western Isles.

This is a key post where you will be part of the Reception team. You will be expected to work on a rotational shift pattern providing an effective, efficient and confidential service, which contributes to a positive experience for patients, visitors and staff to the hospital.

We currently have a vacancy for enthusiastic applicants with good IT skills, strong communication and interpersonal skills, accurate key board skills, who works well as part of a team, with a flexible approach and the ability to work in a busy and challenging area.

The successful applicant will be required to register with the PVG Scheme (Protecting Vulnerable Groups Scheme). This post is not eligible for relocation expenses.

For further information please contact: Nicola Murray, Patient Services Manager, NHS Western Isles. Tel: 01851 704704. This post is not eligible for relocation expenses.

The successful applicant will be required to register with the PVG Scheme (Protecting Vulnerable Groups Scheme).

All NHS Western Isles vacancies appear on the NHS Scotland website: apply.jobs.scot.nhs.uk, along with a job description.

Tha beàrnan-obrach NHS Eilean Siar uile gu léir a' nochdadh air làrach-lìn NHS na h-Alba <https://apply.jobs.scot.nhs.uk/>, còmhla ri dealbh-obrach.

Any further queries, please contact Tel: 01851 762027.

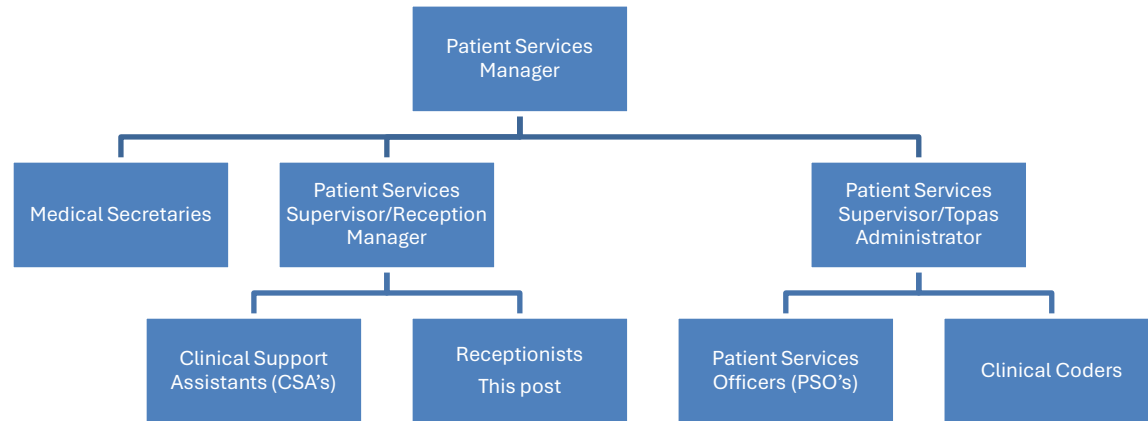
NHS SCOTLAND JOB DESCRIPTION

1. JOB IDENTIFICATION	
Job Title:	Receptionist/Telephonist
Responsible to (insert job title):	Patient Services Manager
Department(s):	Patient Services Department
Base:	Western Isles Hospital
Operating Division:	Acute Services
Job Reference:	
No of Job Holders:	(8)
Last Update (insert date):	21.05.2026

2. JOB PURPOSE
<p>To provide general main receptionist duties to all staff and departments at the Western Isles Hospital.</p> <p>To provide telecoms and paging services to staff and departments at the Western Isles Hospital, Health Board Offices and the Uist and Barra Hospital and other external NHSWI sites.</p> <p>In the event of NHS Scotland being placed on an 'Emergency Footing' and or NHSWI declaring a 'Major Incident', or similar critical service demand, the role will be subject to change based on the exigencies of the service and post holder competence. On the basis of management assessment of demand, risks and resources available, may be re-deployed on a shift by shift.</p>

3. DIMENSIONS
<p>The department is responsible for</p> <ul style="list-style-type: none"> • Telephone handling – switchboard internal and external calls • Receptionist duties • Alarm response • Paging

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

To provide an effective and efficient administrative support service to the Acute Services Department co-ordinating all aspects of reception/telephony services.

6. KEY RESULT AREAS

The post holder will be based at the Western Isles Hospital and provide telephonist duties that will link the Western Isles Hospital, Health Board Offices, Uist and Barra Hospital, St Brendan's Hospital, Barra, and NHS Western Isles GP Practices.

The post holder will act as a central location for paging services to NHSWI staff.

The post holder will provide general receptionist duties to the public and the staff of the Western Isles Hospital and perform appropriate duties as assigned.

These duties include:

1. Issuing of Keys – issue and recording of key requests
2. Issuing of Internal Pagers
3. Completing documentation with regards to on-call staff
4. Providing staff, patients and visitors with general directions and guidance.
5. Providing out of hours/weekend cover for patient travel bookings (flights only).
6. May be required to participate in an on call rota.

7. Attend, and or complete all NHS Western Isles mandatory training requirements.

Telecoms

To ensure effective and efficient operation of the telephone switchboard.

To act as a first point of contact for NHS Western Isles and provide appropriate guidance and advice to the callers and visitors.

To ensure a qualitative customer care response to callers and visitors.

To provide customised services to departments and callers (diversions, call forwarding etc).

To connect clinical and non-clinical colleagues with appropriate external agencies as per agreed guidelines i.e. mainland hospitals, Air Ambulance, Ambulance Control

To ensure that incoming calls are prioritised as per agreed guidelines e.g. Cardiac Arrest/Trauma and Emergency Service calls are prioritised.

Paging

To activate internal pagers as requested by clinical/non-clinical staff and outside agencies.

To follow up unsuccessful external paging calls to consultants with mobile phone or home calls.

To issue pagers to staff, as agreed.

To issue assigned mobile phones to on-call staff, as agreed.

Major Incident (Majax) / Emergency / Cardiac

To activate internal Major Incident procedures, as per policy. Reception staff must be fully aware of the internal major incident procedures, responding to Emergency Planning and Scottish Ambulance Service and the critical role the Receptionist plays, in these procedures.

To activate Cardiac Arrest and Trauma response, as per agreed procedures. Reception staff must be fully aware of the cardiac and trauma response procedures and the critical role the Receptionist has in these procedures. In such situations the post holder will be functioning in stressful situations.

To activate Cardiac Arrest test call on a daily basis, as per agreed procedure.

To activate Trauma test call on a monthly basis, as per agreed procedures.

Security

To provide monitoring of security screens as workload allows.

To secure main doors (W.I.H) in accordance with current and agreed policy.

Reception Duties

To act as first point of contact in the Hospital for staff, patients, relatives and visitors, and provide directions and advice. This may occasionally include angry and/or upset patients, relatives and visitors.

To provide contact details to members of the public regarding the complaint's procedure.

To monitor all alarm systems located at WIH Reception and report, as per agreed procedures. The alarm systems include medical gases, fire, fire exits, blood bank, boilers, Laboratory fridges.

To report telecom faults to the system supplier and to line manager, as per agreed procedures.

To act as a central location for the delivery and collection of items (e.g. lab specimens, dental boxes, addressed envelopes/packages, medical supplies, accommodation keys).

To update the Hospital on-call sheet on a daily basis.

To update locum consultant contact details, on a regular basis.

To activate helicopter landing pad lights, as instructed.

To act as a central location for lost property.

To re-address mail, where required e.g. locum Consultant, Resident doctors

To issue and receive keys to/from all departments and ensure that the relevant log book is completed.

To update internal telephone directory information.

To book taxis for use by staff, departments, patients, locums, and visiting consultants, as per agreed procedure.

To locate Reception wheelchairs for use by patients from the main entrance.

To book Out of hours patient travel.

To provide in-patient information as per agreed procedures.

To assist in the training of new members of staff.

To liaise with and support security staff as workload allows

7a. EQUIPMENT AND MACHINERY

WIH Reception Switchboard System (PC and flat based console).

Alarm Systems

Blick Paging System (keyboard)

Photocopier

Main Door Security Intercom

Reception PC and monitor

7b. SYSTEMS

Zoom Telephony system

Microsoft Office 365 (Teams/Word/Excel/Outlook)

Additional specialist packages where required e.g. Loganair VARS Out of Hours Patient Travel

8. ASSIGNMENT AND REVIEW OF WORK

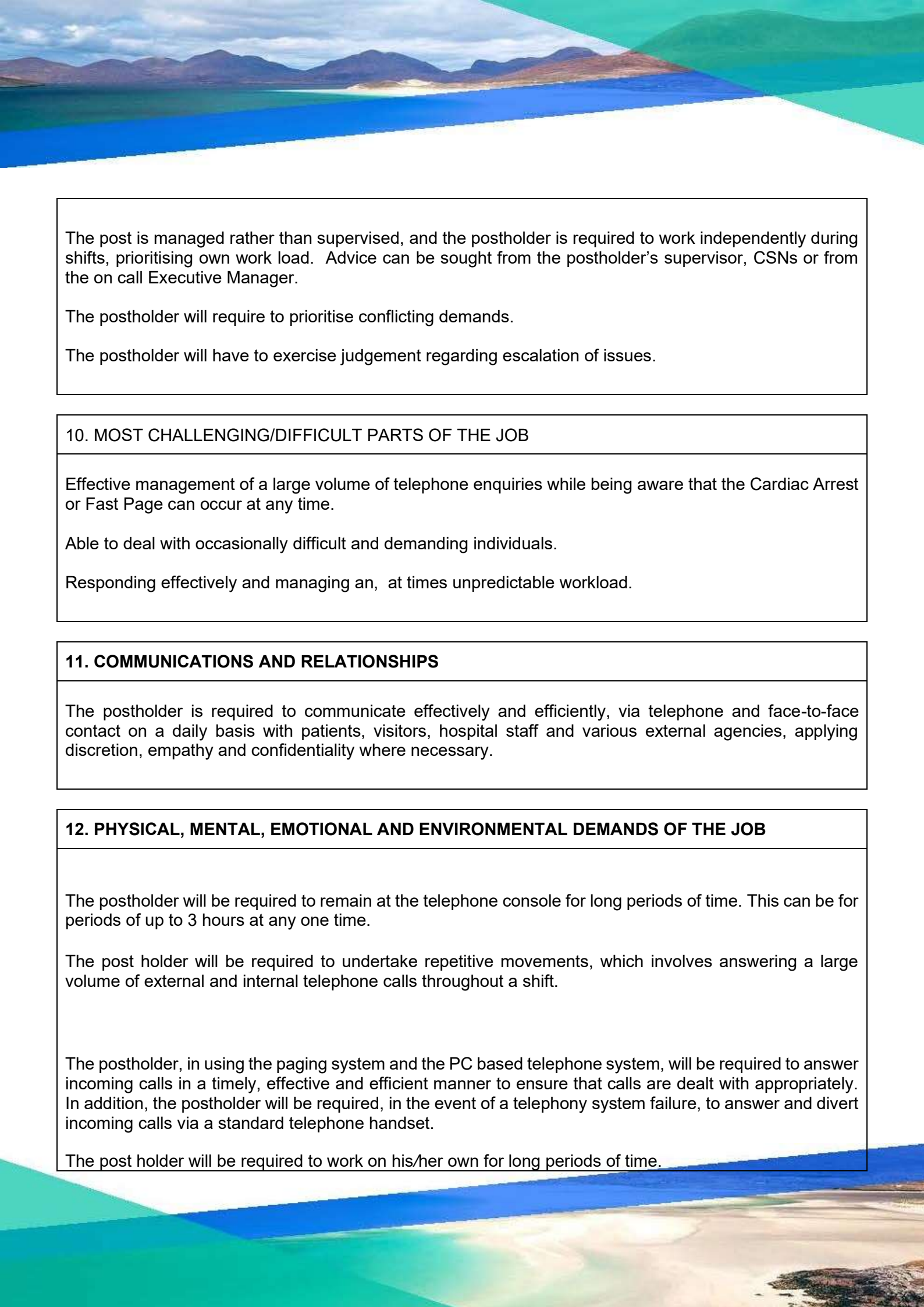
The role requires the postholder to work on a flexible rotational shift basis to provide an effective and efficient Reception service with occasional delegation of ad-hoc work as directed by the Patient Services Supervisor/Reception Manager and/or Patient Services Manager.

Postholder will prioritise calls, as per agreed procedures e.g. Cardiac Arrest/Trauma calls

Postholder will be flexible to meet the needs of the service.

Participate in the NHS Western Isles Performance Appraisal and Management system.

9. DECISIONS AND JUDGEMENTS



The post is managed rather than supervised, and the postholder is required to work independently during shifts, prioritising own work load. Advice can be sought from the postholder's supervisor, CSNs or from the on call Executive Manager.

The postholder will require to prioritise conflicting demands.

The postholder will have to exercise judgement regarding escalation of issues.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Effective management of a large volume of telephone enquiries while being aware that the Cardiac Arrest or Fast Page can occur at any time.

Able to deal with occasionally difficult and demanding individuals.

Responding effectively and managing an, at times unpredictable workload.

11. COMMUNICATIONS AND RELATIONSHIPS

The postholder is required to communicate effectively and efficiently, via telephone and face-to-face contact on a daily basis with patients, visitors, hospital staff and various external agencies, applying discretion, empathy and confidentiality where necessary.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

The postholder will be required to remain at the telephone console for long periods of time. This can be for periods of up to 3 hours at any one time.

The post holder will be required to undertake repetitive movements, which involves answering a large volume of external and internal telephone calls throughout a shift.

The postholder, in using the paging system and the PC based telephone system, will be required to answer incoming calls in a timely, effective and efficient manner to ensure that calls are dealt with appropriately. In addition, the postholder will be required, in the event of a telephony system failure, to answer and divert incoming calls via a standard telephone handset.

The post holder will be required to work on his/her own for long periods of time.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

The Postholder will have a good general education with experience of working with the public.

- Good telephone manner.
- Ability to work without direct supervision.
- Good communication and interpersonal skills.
- Computer Literacy.
- Knowledge and understanding of confidentiality.
- Team Worker.
- Ability to work under pressure.
- Friendly & approachable.
- Flexible with ability to work different shifts.

- Call centre/telephony experience

14. STANDARD ELEMENTS

STANDARD ELEMENTS

Confidentiality

Comply with all approved NHSWI Policies and Procedures. Comply with NHSWI Communication Strategy and Media Strategy.

This involves taking the necessary precautions when transmitting information only disclosing it to those who have the right and need to know it.

All personal health information is held under strict legal and ethical obligations of confidentiality.


NHS staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) before disclosing any patient information. All staff must respect confidentiality of all matters that they may learn relating to their employment, other members of staff, patients and their families.

Health and Safety:

Assist in maintaining own and others' health, safety and security.

This involves:

- a) Complying with Board health and safety policies, procedures and participating in mandatory training.
- b) Maintaining a safe working environment and reporting any issues of concern as appropriate.



NHS Western Isles attaches the greatest importance to the health and safety of its employees. It is the Board policy to do all that is reasonable to prevent personal injury and hazard to health by protecting staff and others including the public from foreseeable hazards compatible with the provision of proper services to patients. The Board expects its entire staff to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. More detailed information is given in departmental safety policies where appropriate.

Ensure own actions support equality, diversity and rights.

This involves:

- a) Acting in ways consistent with the Board's policies and procedures.
- b) Treating those you come into contact with equitably and with respect.
- c) Recognising the need for aids or adaptations.

15. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Head of Department Signature:

Date:

Date: 21.05.2026

NHS WESTERN ISLES - PERSON SPECIFICATION GUIDANCE

Job Title: Receptionist

Department: Patient Services

Location: Western Isles Hospital

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	Working with the public Call centre/telephony experience	
QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS	Good general education	
KNOWLEDGE AND SKILLS	Good communication /interpersonal skills Able to work unsupervised Good organisational skills Computer Literacy	
DISPOSITION	Enthusiastic & motivated Enjoy working in a busy environment Ability to work as part of a team, and on own Confidential	
OTHER		

A Place to Live

The quality of life in the Western Isles, particularly for those with families, is outstanding: a safe space to bring up children, stress-free commutes with jaw-dropping views, and the opportunity to stroll along our pristine beaches or explore our dramatic scenery on your days off.

Community spirit is at the heart of the Western Isles. It is close-knit and welcoming, residents are proud of the place where they live and are keen to support young and old. The islands have a strong cultural identity stemming from their distinctive history.

Although the islands are remote, you can still keep connected with the wider world. There are frequent transport links to the mainland via ferries and three island airports – Barra, Benbecula, and Stornoway. The Air Discount Scheme (cheaper flights for islanders) and Road Equivalent Tariff (subsidised ferry fares) ensure transport is affordable. High-speed internet is widely available and allows islanders to stay connected globally.

Local Primary and Secondary Schools provide high quality education with the opportunity to learn through the Gaelic language. There is a network of excellent sport and leisure facilities in the Western Isles with annual cultural festivals and venues with live entertainment.

Key worker housing can be applied for through Hebridean Housing Partnership.

Useful Information

cne-siar.gov.uk Comhairle nan Eilean Siar (Western Isles Council - for more information on Schools, leisure and culture)
visitouterhebrides.co.uk (for more information on our islands and what to see and do)

A Place to Work

NHS Western Isles employs over 1000 staff over a number of sites, including:

- Ospadal nan Eilean Siar (Western Isles Hospital), Stornoway
- Ospadal Uibhist agus Bharraigh (Uist and Barra Hospital), Benbecula
- St Brendan's Hospital, Barra
- A number of GP and Dental Practices across the island chain
- A variety of community-based health services

Being part of a smaller team with a flat management structure provides the opportunity to widen your experience and be involved in a range of planning and decision-making that you might not otherwise experience in a larger setting. Our patients are our community, and there is opportunity to contribute to multi-disciplinary and holistic care to patients and families across healthcare settings.

Support and development are central to NHS Western Isles' ethos, and this involves working in partnership with the University of the Highlands and Islands, NHS Education for Scotland, and other higher education institutions. Our Professional Practice and Learning team will support and advise you on your learning journey. Many opportunities can now be accessed remotely through online learning. Regular clinical training is available and scenario-based learning is available in our recently-installed sim lab.

The Western Isles has a range of employment opportunities in the public and private sector for those that are relocating as a family. Please contact us and we can direct you to vacancies that might be suitable.

All staff are valued equally and we welcome and encourage those from diverse backgrounds to come and work for us.



NHS WESTERN ISLES BENEFITS

Pay

The NHS pay system is known as Agenda for Change (AfC) which applies to all staff excluding medical, dental and executive level managers.

The benefits include a standard working week of 36 hours, with pay enhancements to reward weekends, nights and overtime working. This ranges from time plus 88% to time plus 30% depending on your pay band and shifts you work.

Distant Islands Allowance is paid to all staff who live in the Western Isles. This is currently £1,461 per year.

Annual Leave

Annual leave entitlement is 27 working days, rising to 29 working days after 5 years' service and 33 days after 10 years' service. In addition to this, you are entitled to 8 statutory public holidays every year.

Work-life balance

We understand that balancing work and home commitments can sometimes be difficult.

Our policies offer:

- Flexible working including home working
- Paid parental leave
- Paid carer leave
- Paid bereavement leave
- Occupational sick pay scheme

Wellbeing

We recognise that your mental and physical wellbeing is important and we aim to support you in the workplace.

We have a 24-hour confidential helpline to support you and your family through any of life's issues or problems. This includes counselling, family issues, bereavement, financial wellbeing, relationship advice, legal information and more.

NHS Pension Scheme

All new employees will automatically be enrolled in the NHS Pension Scheme, or if you are an existing member your membership will continue.

Key features

- Benefits accrued on a Career Average Revalued Earnings (CARE) basis.
- Normal pension age the same as your State Pension Age.
- Pension accrual rate of 1/54th of pensionable earnings each year.
- Valuable death benefits for your dependents.
- Option to take part of your pension and continue working.

Further information on the benefits of the scheme, can be found at sppa.gov.uk.

Travel & Transport

We participate in the Cycle to Work scheme, enabling you the opportunity to buy a bike tax-free.

Those who need to travel a lot for work will be eligible for a leased car.

Right to Work in the United Kingdom

We will support those that are eligible for a certificate of sponsorship to apply for a work visa. Candidates who require a Certificate of Sponsorship can access further information on the UK Border Agency's new points based system that now governs the way individuals from outside the EEA can work in the UK at bia.homeoffice.gov.uk.

