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**Faculty of Science**

**School of Health Sciences and Social Work**

**Dispensing Optician**

**ZZ005325**

**Information for Candidates**

**THE POST**

Please see the attached job description and person specification.

**THE TERMS OF APPOINTMENT**

Part time

Permanent

Salary is in the range £24,316 - £27,351 (£30,395 - £34,189 x 0.8 FTE) per annum and progress to the top of the scale is by annual increments payable on 1st April each year. Salary is paid into a bank or building society monthly in arrears.

The full-time standard University hours are 37 per week which are normally from 8.30 a.m. to 5.15 p.m. Monday to Thursday and 8.30 a.m. to 4.15 p.m. Friday with one hour and ten minutes for lunch.  Specific times may vary according to the Department concerned. If the position is part-time, the hours and days worked will either be as stated in the advert or discussed at interview/appointment. Overtime is not normally payable but time off in lieu may be given.

Annual leave entitlement is 32 working days in a full leave year. If you work less than 37 hours per week, your leave will be calculated on a pro-rata basis. The leave year commences on 1 October and staff starting and leaving during that period accrue leave on a pro-rata basis. In addition, the University is normally closed from Christmas Eve until New Year’s Day inclusive and on bank holidays.

The Appointee will be entitled to join the Local Government Pension Scheme. The scheme's provisions include an index-linked pension with an option to exchange some pension for a lump sum on retirement together with dependants’ benefits. Contributions by the employee are subject to tax relief.

There is a probationary period of six months during which new staff are expected to demonstrate their suitability for the post.

There is a comprehensive sickness and maternity benefits scheme.

**All interview applicants will be required to bring their passport or full birth certificate and any other 'Right to Work' information to interview where it will be copied and verified.** The successful applicant will not be able to start work until their right to work documentation has been verified.

Please note if you are the successful candidate once the verbal offer of employment has been made and accepted, references will be immediately requested. It is the University’s policy that all employment covering the past three years is referenced. A minimum of two references is required to cover this three-year period of employment or study (where there has been no employment). One of your referees must be your current or most recent employer.

The successful candidate will need to bring documentary evidence of their qualifications to Human Resources on taking up their appointment.

To comply with UKVI legislation, non-EEA candidates are only eligible to apply for this post if it has been advertised for a total of 28 days.

If the position has a requirement for Disclosure and Barring Service check (DBS), this will be stated in the advert. The DBS Application Form will be provided once the selection process has been completed.

All applications must be submitted by 23:59 (UK time) on the closing date published.



**UNIVERSITY OF PORTSMOUTH – RECRUITMENT PAPERWORK**

1. **JOB DESCRIPTION**

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| --- | --- |
| **Job Title:** | Dispensing Optician |
| **Grade** | 6 |
| **Faculty/Centre:** | Science |
| **Department/Service:**  **Location:** | School of Health Sciences and Social Work  Eye Clinic, Student’s Union Building |
| **Position Reference No:** | ZZ005325 |
| **Responsible to:** | Professional Optical Clinic Manager |
| **Responsible for:** | N/A |
| **Effective date of job description:** | March 2019 |

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| **Purpose of Job:** |
| The School of Health Sciences and Social Work provide academic and clinical education to allied health and social work professional students in three environments; classroom, simulation and clinical.  The University Eye Clinic provides community eye and vision care services to members of the public, whilst facilitating the training and achievement of the Stage I General Optical Council competencies and patient experience for students registered on the University of Portsmouth Optometry programme.  The successful applicant will provide dispensing and administrative support within the Eye Clinic, including supervising and training students undertaking dispensing (within the Eye Clinic), all aspects of dispensing spectacles to members of the public, pre-screening patients, booking appointments, greeting patients and updating records in the practise management system. |
|  |
| **Key Responsibilities:** |
| Provide full range of dispensing facilities to Eye Clinic users:   * Dispensing prescriptions into the most appropriate spectacles, meeting and exceeding patient needs * Working in line with the GOC guidelines to produce the most accurate and up to date prescription glasses * Fitting and adjusting spectacles * Repairing spectacles when needed * Checking spectacles when they come back from suppliers to ensure they meet regulatory and Eye Clinic standards   To provide a high level of customer service and to carry out administrative duties, including:   * Greeting patients on arrival * Logging patients on the patient management system when they arrive and informing Optometrists/students of patient’s arrival * Answering patient/Optometrist queries via telephone, email and face to face * Making appointments and ensuring that the right patients are booked into the right slots, to ensure a good student experience and being responsible for patient communication * Maintain any notes / records as required for clinics   Supervising and training students when they are dispensing in the Eye Clinic:   * Provide help and support to year 2 and 3 student optometrists when they are working within the Eye Clinic * Ensure safe episodes are achieved when students are dealing with members of the public * Check and sign off dispensing related competencies as part of the students stage 1 core competencies   Assist with patient recruitment.  Ensure the dispensing area is maintained and is clean, tidy and welcoming to all visitors.  To undertake financial transactions (in relation to patient payment for services) according to the University’s financial regulations and cash handling policy.  To ensure service within the clinic is maintained in the absence of the Professional Optical Clinic Manager.  **Additional expectations of the role holder:**   * To communicate with team members and liaise and network with relevant others, to ensure effective working relations. * To solve problems that occur applying knowledge of subject area * Provide information, appropriate to the role, to relevant stakeholders * To participate in and contribute to a performance & development review (PDR), ensuring that work produced is in line with the Department/Faculty/University aims * To comply with the University's Health and Safety Policy and pay due care to own safety and the safety of others.  Report all accidents, near misses and unsafe circumstances to line management * To support the University's commitment to equality, diversity, respect and dignity, creating an environment in which individuals will be treated on the basis of their merits, abilities and potential, regardless of gender, racial or national origin, disability, religion or belief, sexual orientation, age or family circumstances   Any other duties commensurate with grade as required by your line manager |

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| **Working Relationships (key individuals the job holder would be working with):** | |
| Professional Optical Clinic Manager  Patients, Members of the general public  Clinical Supervising Optometrists  Students  Optometry Academic staff  Head of School | Associate Head (Innovation)  Faculty Manager  Technical and Administrative staff teams within SHSSW  Faculty Finance team  External organisations (suppliers etc) |

**2. PERSON SPECIFICATION**

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| --- | --- | --- | --- |
| **No** | **Attributes** | **Rating** | **Source** |
| **1.** | **Knowledge & Experience** |  |  |
|  | Dispensing optician with at least 2 years post qualification experience | E | AF,S |
|  | Extensive administrative experience to include patient management information systems/databases | E | AF, S |
|  | Working knowledge of Data Protection Act/GDPR (May 2018), with particular regard to patient / student confidentiality | E | AF, S |
|  | Experience of dealing with confidential information | E | AF, S |
|  | Experience of working in a client service or optical clinic environment | E | AF, S |
|  | Experience of dealing with, responding to and resolving enquires/issues using a number of different communications media (face to face, electronic, paper, telephone) | E | AF, S |
|  | Experience training others, or developing junior members of a team | D | AF, S |
|  | Broad understanding and a commitment to the principles of higher education | D | AF, S |
| **2.** | **Skills & Abilities** |  |  |
|  | Excellent interpersonal and communication skills, including dealing effectively with the general public | E | AF, S |
|  | Excellent organisational skills & clear ability to demonstrate attention to detail | E | AF, S |
|  | Ability to prioritise effectively and adapt under pressure. | E | AF, S |
|  | Be able to work on own initiative | E | AF, S |
|  | Able to work effectively in a team | E | AF, S |
|  | Able to organise multiple schedules effectively to ensure patient appointments are appropriate and meet both customer and educational requirement | E | AF, S |
| **3.** | **Qualifications, Education & Training** |  |  |
|  | Ophthalmic qualification -Dispensing Optician | E | AF |
| **4.** | **Other Requirements** |  |  |
|  | Commitment to complete continued professional development; such as CET with the GOC | E | AF, S |
|  | A clear commitment to the provision of excellent customer service standards | E | AF, S |
|  | Positive attitude | E | AF, S |
|  | A DBS check | E | S |

**Legend**

Rating of attribute: E = essential; D = desirable

Source of evidence: AF = Application Form; S = Selection Programme (including Interview, Test, Presentation)

**JOB HAZARD IDENTIFICATION FORM**

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| **Please tick box(s) if any of the below are likely to be encountered in this role. This is in order to identify potential job related hazards and minimise associated health effects as far as possible. Please use the** [**Job Hazard Information**](http://www.port.ac.uk/departments/services/humanresources/occupationalhealthservice/jobhazardinformation/filetodownload,164407,en.doc) **document in order to do this and give details in the free text space provided.** | | | |
| 1. International travel/Fieldwork |  | 13. Substances to which COSHH regulations apply (including microorganisms, animal allergens, wood dust, chemicals, skin sensitizers and irritants, welding fume) |  |
| 1. Manual Handling (of loads/people) |  | 14. Working at height |  |
| 1. Human tissue/body fluids (e.g. Healthcare settings, First Aiders, Nursery workers, Laboratory workers) |  | 15. Working with sewage, drains, river or canal water |  |
| 1. Genetically Modified Organisms |  | 16. Confined spaces |  |
| 1. Noise > 80 DbA |  | 17. Vibrating tools |  |
| 1. Night Working   (between 2200 hrs and 0600 hrs) |  | 18. Diving |  |
| 1. Display screen equipment |  | 19. Compressed gases |  |
| 1. Repetitive tasks (e.g. pipette use etc) |  | 20. Small print/colour coding |  |
| 1. Ionising radiation/ non-ionising radiation/lasers/UV radiation | | 21. Soil/bio-aerosols |  |
| 10. Asbestos and or lead | | 22. Nanomaterials | |
| 11. Driving on University business: mini- bus (over 9 seats), van, bus, forklift truck, drones only) | | 23. Workplace stressors (e.g. workload, relationships, job role etc) | |
| 12. Food handling | | 24. Other (please specify) | |

**Completed by Line Manager/Supervisor:**

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| **Name (block capitals)** | Daniel Stride |
| **Date** | April 2019 |
| **Extension number** | 4403 |

Managers should use this form and the information contained in it during induction of new staff to identify any training needs or requirement for referral to Occupational Health (OH).

Should any of this associated information be unavailable please contact OH (Tel: 023 9284 3187) so that appropriate advice can be given.