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| **JOB DESCRIPTION** | |
| **Job title:** | iDental Nurse / iDental Receptionist |
| **Team/Department:** | Emergency Out of Hours Dental Service |
| **Location:** | Main place of work as agreed |
| **Hours of work:** | As agreed, and in accordance with the contract of employment |
| **Job title the post holder will report to:** | Practice Manager |
| **Job titles reporting to the post holder:** | None applicable |
| **Date the role profile was revised:** | September 2025 |
| **JOB PURPOSE**  The post holder will provide dual support across clinical and reception functions within the out of hours emergency and urgent dental service. This includes delivering high standards of chair-side assistance to dentists, ensuring infection control, maintaining surgery equipment, and providing excellent patient-facing reception services such as call handling, appointment booking, and payment processing.  The role is integral to ensuring the smooth running of the dental practice and delivering safe, effective, and compassionate care to patients. | |
| **KEY RESPONSIBILITES AND ACCOUNTABILITIES**  **Clinical (Dental Nurse Duties)**   * Provide chair-side assistance to the dentist during restorative and surgical procedures. * Anticipate and prepare materials, instruments, and equipment to ensure smooth patient care. * Act as a chaperone when required. * Maintain high standards of hygiene, infection control, and decontamination in line with practice and statutory guidelines. * Prepare, handle, and dispose of dental materials and clinical waste appropriately. * Assist with x-ray preparation, processing, and recording. * Monitor and manage surgery stock levels and place orders when necessary.   **Reception and Administrative Duties**   * Carry out full reception duties including call handling, booking appointments, and answering patient queries. * Use defined call handling algorithms to triage patient needs. * Welcome and register patients, ensuring accurate completion of forms and entry into the patient management system. * Manage payments for treatment, issue receipts, and ensure accurate financial reconciliation. * Maintain petty cash records and ensure daily float accuracy. * Input, back up, and secure data according to practice policies. * Monitor patient feedback and escalate complaints to the Practice Manager. | |
| **COMMUNICATION AND KEY WORKING RELATIONSHIPS**  The post holder must be able to demonstrate excellent communication and interpersonal skills at all times, and build and maintain good working relationships with all stakeholders including the following:   * Dentist * Practice and Assistant Practice Manager * South East Health Primary Care Business Manager | |
| **ENVIRONMENT**  iDental are a part of the IC24 group. IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.  Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.  We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon ‘Net Zero’ and sustainability. To find out more on this and to view our Social Impact Report, please click [here](https://ic24.org.uk/annual-reporting/). | |
| **HEALTH AND SAFETY**  The post holder will be required to comply with the duties placed on employees of iDental and IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.  All Colleagues  You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.  Managers  You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.  Directors  You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents. | |
| **EQUALITY AND DIVERSITY**  iDental and IC24 have a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.  iDental and IC24 are committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs. | |
| **INFORMATION GOVERNANCE**  Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.  It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy. | |
| **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**    iDental and IC24 are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately. | |
| **DISCLOSURE AND BARRING SERVICE CHECKS**    iDental and IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.  All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.  This post has been assessed as requiring an enhanced DBS check with barred list checks. | |
| **REHABILITATION OF OFFENDERS ACT 1974**  Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.  This post has been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974. IC24 therefore require the post holder to disclose all convictions, whether spent or unspent.  This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore, the post holder is not required to disclose any spent convictions. | |
| **PERFORMANCE AND DEVELOPMENT REVIEW**  This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager. | |
| **VARIATIONS**  This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.  This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.  To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes. | |

**PERSON SPECIFICATION**

| **Requirements** | **Essential** | **Desirable** | **How identified** |
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| **Qualifications and training** | Registered or working towards registration with the General Dental Council  Dental nurse qualification or working towards dental nurse qualification  Good standard of general education |  | Application, Certificates & Interview |
| **Experience** | Previous experience of working within a busy dental practice | Experience of using Exact Software | Application & Interview |
| **Knowledge, Skills and Abilities** | An understanding of the importance of maintenance of clinical standards  IT literate with a working knowledge of Microsoft and e-mail applications  Good interpersonal skills with the ability to communicate professionally with all other team members and members of the public  Excellent telephone manner  Excellent written skills and attention to detail |  | Application & Interview |
| **General** | Must be willing to undergo training to take on new tasks / responsibilities if required  Must be organised, able to use initiative effectively work under pressure  Calm, supportive and understanding  Ability to work as part of a team  Tactful and diplomatic and able to respect confidentiality |  | Application & Interview |