

## Job Description and Person Specification

Job Title:	Receptionist
Line Manager:	Estate & Facilities Co-Ordinator
Professionally Accountable to:	Chief Executive

### JOB PURPOSE

- Provide a welcoming and efficient reception and front of house service
- Provide a calm and empathetic response to callers and visitors, some of who may be emotional
- Provide support to Estate & Facilities Team and the wider Hospice team, as required
- Be responsible for keeping the reception area a tidy and welcoming environment
- Support Retail with the Reception shop
- Work with and support our volunteer reception team
- Provide support to all colleagues, in all aspects of WHC operational matters

### RESPONSIBILITIES:

#### Reception

- Provide a welcoming reception to patients, carers, visitors and staff and to manage the space and environment
- Control the Reception key safe and ensure records of users are correctly completed
- Deal with incoming and outgoing telephone calls, promptly and in a professional, calm and courteous manner, emailing messages as necessary
- Deal with incoming and outgoing post to the main Hospice building, ensuring it is correctly distributed and collected
- Transfer calls correctly, using the paging facility as appropriate
- Refer all visitors promptly and sensitively to the correct member of staff
- Support the reception volunteers, providing continuity across the service, communicating any guidelines or changes on a daily basis
- Ensure high level customer service is maintained, leading by example to the volunteer team
- Assist with the induction of volunteer receptionists
- Participate in regular volunteer receptionist communication meetings
- Assist with the training/education of the volunteer receptionists
- Assist with the volunteer main reception rotas
- Complete start and end of day processes for till.
- Assist with stationery ordering

- Assist with issuing photo ID and ambulance bay security cards, ensuring records are accurate
- Be responsible for keeping the reception and visitors' areas tidy, uncluttered and free from hazards, advising the appropriate staff when deliveries are received
- Assist with monitoring the Time and Attendance system
- Assist the Estate & Facilities Coordinator to ensure that all contractors are processed through Reception, following set procedures
- To act as incident controller in the event of an emergency evacuation

## ADMINISTRATION SUPPORT

- Provide administration support to the Estate and Facilities team within the constraints of a busy reception
- Provide administration support to the wider Hospice team, as required and in liaison with line manager
- Organise and prioritise own workload and that of the reception team

## GENERAL

- Work unsupervised as required
- Undertake any other duties considered to fall within the scope of the position as directed by the line manager

## PERSONAL RESPONSIBILITIES

- Light physical effort is required, and sometime moderate is needed, e.g. carrying deliveries/post into and within office areas
- Maintain effective communications with professional colleagues, patients and relatives, staff, volunteers and work colleagues
- Participate in meetings as requested
- Report and record all accidents and refer any incidents or complaints to the line manager

## EDUCATIONAL RESPONSIBILITIES

- Participate with the orientation and development of new staff members and volunteers
- Undertake training to extend and maintain current skills
- Keep up to date with statutory & mandatory training
- Keep up to date with current practice and legislation
- Maintain and extend personal knowledge and expertise in all aspects of the role and to share information

## PROFESSIONAL RESPONSIBILITIES

- Comply with the policies & procedures of WHC
- Maintain confidentiality
- Be familiar with fire, emergency and safety regulations, ensuring attendance at statutory updates

- Maintain good working relationships with all members of the hospice staff and volunteers
- Participate in the Performance Review Process
- Maintain a smart, professional appearance at all times in line with hospice policy
- Maintain a responsible attitude towards economy and care of equipment and other resources

## HEALTH AND SAFETY

Under the provision of the Health and Safety at Work Act 1974, it is the duty of every employee:

- To take reasonable care of themselves and others at work
- To co-operate with the hospice as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided, including personal, protective equipment for health and safety or welfare at work
- Weston Hospicecare operates an In-house **NO SMOKING** policy for staff.

## DATA PROTECTION

You are required to obtain process and/or use information held on computer. This must be undertaken in a lawful way. Data held must not be disclosed in a way that is incompatible with such a purpose. Breaches of confidentiality in relation to data will result in disciplinary action, which may result in dismissal.

## SCOPE OF JOB DESCRIPTION

This job description reflects the immediate requirements and objectives of this post. It is not an exhaustive list of the duties, but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

This job description is subject to periodic review and amendment

**PERSON SPECIFICATION – RECEPTIONIST**

Criteria	Essential/ Desirable	How Evidenced & Assessed
<b>Qualifications and Training</b>		
<ul style="list-style-type: none"> <li>▪ 5 GCSEs or equivalent standard of education, including English and Maths</li> </ul>	E	A/C
<ul style="list-style-type: none"> <li>▪ Appropriate NVQ Level 3 in Business Admin or Customer Service or similar or comparable experience</li> </ul>	E	A/C
<ul style="list-style-type: none"> <li>▪ IT qualification or comparable experience</li> </ul>	E	A/C/I
<b>Knowledge, Skills and Experience</b>		
<ul style="list-style-type: none"> <li>▪ Demonstrable experience in a reception/customer facing role</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>▪ Demonstrable experience of working in an administrative or secretarial role</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>▪ Demonstrable experience of working with a diverse team</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>▪ Experience of dealing with distressed patients/carers/customers</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>▪ Competent in the use of Microsoft packages e.g. Word, Excel, Outlook</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>▪ Experience of working with volunteers</li> </ul>	D	A/I
<ul style="list-style-type: none"> <li>▪ Experience of working in a health care environment</li> </ul>	D	A/I
<b>Communication and people skills</b>		
<ul style="list-style-type: none"> <li>▪ Ability to remain professional &amp; calm when dealing with highly emotional and sensitive issues</li> </ul>	E	I
<ul style="list-style-type: none"> <li>▪ Ability to work as part of a team and independently, relating well to others, providing help and support when needed</li> </ul>	E	I
<ul style="list-style-type: none"> <li>▪ Ability to communicate in writing and verbally, with a variety of people, including staff, patients, carers, hospital personnel, other agencies, suppliers and professionals demonstrating an understanding of confidentiality</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>▪ Good interpersonal skills and team working</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>▪ Ability to take messages and pass on accurate information to relevant staff</li> </ul>	E	I
<ul style="list-style-type: none"> <li>▪ Experience of equality, diversity and inclusion</li> </ul>	D	I
<b>Organisational Skills</b>		
<ul style="list-style-type: none"> <li>▪ Flexible and proactive</li> </ul>	E	I
<ul style="list-style-type: none"> <li>▪ Ability to use initiative</li> </ul>	E	I
<ul style="list-style-type: none"> <li>▪ Well organised with the ability to prioritise immediate tasks</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>▪ Excellent attention to detail</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>▪ Able to keep positive, calm and constructive under pressure</li> </ul>	E	I
<b>Other Requirements</b>		
<ul style="list-style-type: none"> <li>▪ An awareness of the environment in which we work must always be maintained and appropriate positive attitude and behaviours demonstrated</li> </ul>	E	I
<ul style="list-style-type: none"> <li>▪ Commitment and sympathy with the aims and ethos of the hospice movement</li> </ul>	E	I
<ul style="list-style-type: none"> <li>▪ Professional approach to tasks in hand</li> </ul>	E	I
<ul style="list-style-type: none"> <li>▪ Cheerful disposition with good sense of humour</li> </ul>	E	I
<ul style="list-style-type: none"> <li>▪ Smart personal presentation</li> </ul>	E	I
<ul style="list-style-type: none"> <li>▪ Team player</li> </ul>	E	I
<ul style="list-style-type: none"> <li>▪ Proactive and reactive</li> </ul>	E	I

Key: E = Essential      D = Desirable      A= Application    I = Interview    C = Certificate