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| **Job Title:** | **Receptionist** |
| **Reports To:** | **General Manager** |

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| **Job Summary:** | The Receptionist is the first point of contact within the home, ensuring that professional, high quality customer care is delivered in a consistent way. By completing a range of administrative duties, the Receptionist will support the community in providing a sensitive service that encourages residents’ choices, dignity, independence and personal safety. |

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| **Role Responsibilities:** |
| * Welcome and greet visitors to the home in a professional and courteous way, ensuring the visitors’ book and the person’s identity is checked as far as reasonably practical. If external contractors, ensure that the contractors’ log is signed.
* Answer the telephone and respond to enquiries at reception, redirecting calls to relevant staff and recording messages accordingly. Send, receive and record emails for the service as well as fax transmissions, if applicable.
* Complete reception-related administration, maintaining databases and providing administrative assistance as required by the General Manager.
* In addition to reception duties, and on an ad hoc basis, provide additional administration support for the General Manager and Heads of Departments, such as general filing, word processing, photocopying and so on.
* Manage and process post for departments ensuring accurate records are maintained for use of stamps and so on. Receive and deliver post to residents, and record or sign for post when the residents are not able to receive it themselves.
* Co-ordinate the staff meals process as applicable to the individual home.
* Comply with purchasing procedures if applicable, ensuring the process is effective and utilising nominated suppliers, and provide the General Manager and the Support Office with relevant feedback.
* Follow the complaints procedure for any concerns raised, ensuring the relevant Head of Department and General Manager are informed as soon as possible.
* Raise the alarm to the Care Services Team if a resident is choking or having difficulties swallowing, problems standing or walking, or other similar issues.
* Respond to emergency situations as requested.
* Maintain the general tidiness of the reception area, liaising with Housekeeping to ensure standards are maintained: tidy cups away and plump up cushions as needed.
* Attend initial and update mandatory training as required. Actively engage in personal professional supervision including quarterly one-to-one meetings and a yearly performance review, ensuring personal professional knowledge and competency is maintained.
* Ensure that confidentiality is foremost in all actions with residents, family members and staff at all times, and that information heard or discussed is not shared with any external parties.

**This is not intended as an exhaustive description of duties and responsibilities and may be amended following consultation with the jobholder.** |

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| **Person Specification:** |
| **Experience**  | **Essential/Desirable**  | **Assessment**  |
| Previous experience in switchboard operation | D | CV/Interview |
| Knowledge of administration systems | D | CV/Interview |
| Previous exposure to problem-solving and client complaints |  E | CV/Interview  |
| **Knowledge/Skills & Abilities** |  |  |
| Excellent written and verbal English | E | Interview |
| Professional telephone manner | E | Interview |
| IT Literacy – competent in MS Office | E | Interview |
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| Values – I am fully committed to being: * Caring
* Supportive
* Honest
* Respectful
* Accountable
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| Agreement: |
| **Employee Signature:** |  | **Date:** |  |
| **Manager Signature:**  |  | **Date:**  |  |