

JOB DESCRIPTION

JOB TITLE: Receptionist/Administrator

RESPONSIBLE TO: Business Administrator

ACCOUNTABLE TO: Home Manager

Care UK's Values

- Every one of us makes a difference
- Customers are at the heart of everything we do
- Together we make things better

Job Summary

To manage the administrative procedures within the Home as directed by the Home Manager and to provide reception cover promoting the Company's image to all residents and visitors in a pleasant, caring and professional manner.

Key Responsibilities

- To receive all residents/visitors to the Home in a pleasant efficient manner. Ensuring that the visitor's book is completed and the appropriate person is notified of their arrival.
- To ensure all messages are passed to the correct person in a timely manner.
- To perform secretarial/clerical duties as required by the Home Manager and to ensure efficient systems are in place for the maintenance of all records in accordance with Statutory and Company procedures.
- To ensure all correspondence received in the Home is date stamped and receives prompt attention.
- To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with policies and procedures.
- To ensure that the Home's filing system is maintained accurately and promptly.
- To support the Business Administrator in the process of inputting and updating computer payroll records enabling accurate information to be available for the Payroll Department within the given time scales.

Safeguarding of Vulnerable Adults / Mental Capacity Act

To complete training on Safeguarding of Vulnerable Adults and the Mental Capacity Act and be able to understand and implement SVA and MHA policies and procedures taking responsibility for reporting any safeguarding concerns to the senior person on duty or on-call RD

Health and Safety

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.

- Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

Data Protection

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company's ISO27001 accreditation. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this job description

Name of post holder

Signature

Date

| HAZARDS | | | | | |
|-------------------------|--|--|---|---|---|
| Laboratory specimens | | Clinical contact with patients/residents | | Performing exposure prone invasive procedures | |
| Blood/body fluids | | Dusty environment | | VDU use | √ |
| Radiation | | Challenging behaviour | √ | Moving and handling | √ |
| Solvents | | Driving | | Noise | |
| Respiratory sensitisers | | Food handling | | Working in isolation | |

Person Specification

| CRITERIA | ESSENTIAL | DESIRABLE |
|---------------------------|--|---|
| Qualifications | <ul style="list-style-type: none"> GCSEs (or equivalent) including English and Maths | <ul style="list-style-type: none"> Customer service training CLAIT Award / ECDL |
| Experience | <ul style="list-style-type: none"> Experience of working with the general public, face-to-face and telephone Experience of working in a pressurised environment | <ul style="list-style-type: none"> Relevant experience gained within a care home environment |
| Technical Skills | <ul style="list-style-type: none"> The ability to multi task and manage priorities Excellent communication skills, both written and verbal and interpersonal skills Competent with Microsoft Excel, Word and Powerpoint packages | |
| Personal Qualities | <ul style="list-style-type: none"> Shares ideas with others [to make improvements] Keen to learn and improve own performance Committed to communicate with customers to understand their needs Will go the extra mile to help fulfil customers needs Has a 'can-do' attitude to work Enjoys working effectively as part of a team Adaptable, friendly, polite, courteous and caring Smart appearance, good personal hygiene standards Can work well in a team and autonomously. Able to work without supervision to achieve the objectives of the post Able to listen carefully in order to understand the needs of others Excellent time management skills; able to organise own day-to-day tasks and able to prioritise time sensitive tasks Able to remain impartial and non-judgemental during times of sensitivity, stress and conflict. Able to maintain accurate records Able to maintain confidentiality at all times | |