

Job description



Job title: Receptionist

Responsible to: Business Administrator

Our Values

- ❖ Fulfilling Lives is our core purpose
 - ❖ Every one of us makes a difference is the belief that drives us
 - ❖ Caring, Passionate and Teamwork are the values that underpin everything we do
-

Job Summary

To answer the telephone and meet and greet all visitors to the home in a welcoming, professional and caring way demonstrating the Company's values at all times.

Key Responsibilities

- To welcome all 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 answer the telephone in accordance with the company's customer service policy.
- To ensure all messages are taken accurately, to include name and time taken and passed to the correct person in a timely manner.
- To ensure confidentiality at all times, only sharing confidential information obtained to those acting in an official capacity in accordance with policies and procedures.
- To keep the reception area tidy at all times and make sure that confidential information is stored under lock and key.
- To deal with any customer complaints discretely and appropriately in accordance with the Company's Complaints procedure ensuring the Home Manager is notified promptly.
- To ensure that visitors who are suffering distress are dealt with empathetically and discretely.
- To ensure that all deliveries to the home are logged and passed to the Business Administrator or Home Manager.
- To take part in the Company's annual performance review.

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.
- To ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

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 postholder

Signature

Date

Person specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Good standard of education 	<ul style="list-style-type: none"> •
Experience	<ul style="list-style-type: none"> • Customer service experience • Experience of working with the general public, face to face and telephone 	<ul style="list-style-type: none"> • Experience of working on reception in a similar environment
Technical Skills	<ul style="list-style-type: none"> • Ability to communicate clearly on the telephone • Good interpersonal skills • Excellent verbal and written skills • Able to impart information and carryout instructions accurately • Able to maintain accurate records • Able to maintain confidentiality at all times • Able to prioritise workload • Excellent verbal and written skills • Able to use own initiative 	<ul style="list-style-type: none"> •
Personal Qualities	<ul style="list-style-type: none"> • Has empathy with people • Self-motivated, flexible and enthusiastic • Committed to communicate with customers to understand their needs • Will go the extra mile to help fulfil customer needs • Works collaboratively with others sharing ideas and information at all times • Has a “can-do” attitude towards work • Enjoys working effectively as part of a team • Personable, professional and approachable manner 	