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| **Job Title:** | **Hub Support and Reception Administrator** |
| **Responsible To:** | **Hub Support and Reception Team Leader** |
| **Accountable To:** | **Shared Services Manager – The Hub** |
| **Hybrid Working Pattern:** | **Three office working days, two working from home** |

**Care UK’s Values:**

* Caring
* Passionate
* Teamwork

**Job Summary:**

The Hub Support and Reception team is a crucial part of the Shared Services Hub team. They deliver a friendly, approachable, professional and knowledgebase service to our care home and support team colleagues. The Hub Support and Reception team is the first point of contact for our care homes, supporting them with day-to-day queries and business critical tasks. The team is focused on ensuring our care home colleagues can dedicate their time to residents, whilst they support them with any background administrative tasks. Building strong relationships within the organisation is vital. They also manage the corporate switchboard for all external callers to Care UK and it is therefore vital that they provide an excellent 1st impression of the organisation.

**Key Accountabilities:**

The Hub Support and Reception Administrator must have an excellent telephone manner and ability to build rapport easily. They must be able to effectively manage a number of shared inboxes and either resolve the query or direct it to the relevant department in a timely manner. Alongside training, the Hub Support and Reception Administrator will be responsible for ensuring their knowledge and understanding of central team functions and tasks is up to date; to ensure they are providing accurate information at all times. The Hub Support and Reception Administrator will need to contribute towards overall team targets and individual performance will be monitored, to support in arranging relevant training and coaching.

The Hub Support and reception Administrator must be competent in using Microsoft systems such as Word, Excel and Powerpoint alongside Outlook and our internal systems.

**Key Role Responsibilities:**

* Showing empathy and understanding on every call and email and having the ability to remain professional, regardless of the nature of the call
* To resolve as many queries at first touch as possible
* The ability to work under pressure and in a fast-paced environment
* The ability to multi-task; handling inbound/outbound post whilst attending to visitors in reception
* Building excellent internal working relationships
* Ability to work on your own initiative and identifying when issues need to be escalated to the Hub Support and Reception Team Leader
* An effective communicator, both verbally and written
* To log new queries accurately and in a timely manner
* For achieving Key Performance Indicators and Service Level Agreements
* Ability to adapt to a changing environment and react to business-critical requests appropriately

**Customer Care**

* The operational teams, our residents and all visitors to our care homes are our customers. Therefore every person working in the Helpdesk team is a key component in the package of services that is provided to the care homes. Our service will be delivered in a timely fashion with a can-do attitude to ensure that residents live in an environment that is safe, clean, welcoming and above all is reflective of the quality care that underpins Care UK’s business.

### 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

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| **Name of postholder** |
| **Signature** |
| **Date** |