

JOB DETAILS

JOB TITLE:	Receptionist
HOURS:	Various
REPORTING TO:	Business Administrator
BASE:	Location

JOB SUMMARY

Reporting to the Business Administrator, the Receptionist, being the first point of contact for all enquiries, face to face or via the telephone to the Home must provide a positive first impression and ensure high standards of customer service are met at all times.

JOB SPECIFIC RESPONSIBILITIES

Reception Duties

- Ensure that the overall presentation of the reception provides a friendly, welcoming and professional image of the home so that all visitors to the home feel welcomed.
- Assisting with a variety of administrative tasks including, responding to emails, copying, faxing and taking notes.
- Answering, forwarding and screening telephone calls ensuring that all calls are dealt with in a timely and professional manner.
- Assist the team with providing refreshments to visitors, relatives and residents, including taking team lunch orders
- Assist the Business Administrator with tasks as assigned.
- Ensure that residents receive their post and prepare all outgoing post on a daily basis.
- Ensure that all information of confidential nature is not divulged to third parties.
- Assist with enquiry handling, preparing and sending out brochures and responding to and sending emails.
- Responsible for the team notice boards, ensuring that notices are up to date and relevant.
- Responsible for ensuring confidential information is kept secure at all times and consistently remain compliant with the General Data Protection Regulation policy.

PERSON SPECIFICATION

	Essential Criteria
Qualifications/Education	<ul style="list-style-type: none"> • GCSE's or equivalent in English
Experience	<ul style="list-style-type: none"> • Experience working within a receptionist position • Experience with working in a team • Experience with working in a care home (desirable)
Skills/ Knowledge	<ul style="list-style-type: none"> • Excellent written, non-verbal and verbal communication skills • Good working knowledge of and competence in Microsoft Office applications and Windows based operating environments – Word, Outlook, Excel, PowerPoint, Explorer
Personal Qualities	<ul style="list-style-type: none"> • Reliable and punctual • Able to adapt to change • Approachable • Confident • Diplomatic • Enthusiastic • Flexible • Influencing skills • Listening & negotiating skills • Patient • Positive attitude • Self-motivator • Flexible approach to working hours - able to work outside of normal hours. • Ability to promote a professional image for the company at all times • Ability to travel to other homes where needed for training / support • Able to adapt to the Athena culture

This job description reflects the current main organisational priorities for the position. These priorities may develop and change in consultation with the post holder in line with needs and priorities of the business.

Please sign to confirm you fulfil the essential criteria as detailed above and you accept and agree to deliver and comply with all requirements detailed in this job description for the Receptionist position.

Post holder's name:

Post holder's signature:

Date: