

Job Description

Title of Post:	Receptionist
Reports to:	Head of HR
Accountable to:	Registered Manager

Job Summary:

To ensure the smooth running of a busy reception area and to project a positive and friendly image to residents, visitors, staff, contractors and other healthcare professionals who may contact The Chaseley Trust either in person or via the telephone.

Main Duties:

Reception

- 1 Promote the business of the Chaseley Trust in a professional manner ensuring an open and welcoming approach is adopted and that good customer care is exercised at all times.
- 2 Answer the telephone in a helpful and polite manner ensuring all calls are managed appropriately, transferring to extensions and taking messages as required.
- 3 Deal with email correspondence professionally and promptly.
- 4 Greet and show courtesy and respect to residents, family and other visitors.
- 5 Promote a positive and professional image when interacting with residents, family, staff and other healthcare professionals and ensuring all enquiries are dealt with promptly.
- 6 Ensure all prospective client enquiries to the home are handled in an effective and timely manner to assist in high conversion levels.
- 7 Handle requests effectively within the scope of the role or referring them to colleagues appropriately for advice and assistance
- 8 Taking payments by cash or card.
- 9 Maintain strict confidentiality of personal and sensitive data relating to residents, staff and other healthcare professionals.
- 10 Updating resident details, including Personal Emergency Evacuation Plans (PEEPs) when residents leave or return.
- 11 Send daily emails with correct information such as Fire Marshall, 'resident of the day', visitors.
- 12 Accurately record resident visitors to the home

Other Duties

- 1 Ensure reception area and meeting rooms are kept neat and tidy.
- 2 Provide comprehensive administrative support for various departments ensuring all required systems and processes are maintained and updated.
- 3 All paperwork is filed and/or archived as per guidelines.

- 4 Management of internal and external postage.
- 5 Adhere to the local safeguarding policy and follow the Duty of Candour requirements.
- 6 Complete all mandatory training.
- 7 Participate in Performance & Development Reviews and Supervision meetings.
- 8 To work flexibly within the team on a daily basis
- 9 To abide by all policies and procedures
- 10 To participate in team meetings and other activities involving all staff within the Human Resources Department.
- 11 To contribute actively to quality improvements and the development of the customer service experience
- 12 To provide mutual support to other staff in the department for project work as required during busy periods
- 13 Any other duties as required by management
- 14 This job description indicates the main duties and responsibilities of the post. It is not intended as a complete list and may be subject to review periodically

Safeguarding

Chaseley Trust is committed to safeguarding and promoting the welfare of vulnerable adults, employees and volunteers. All offers of employment with the trust are subject to pre-employment checks which will include References, Health, Right to Work in UK, a satisfactory Enhanced DBS. Please note that under the GDPR, by making your application, you are consenting to Chaseley Trust processing and retaining your personal information for the purposes of the application. You have the right to withdraw your consent and ask for your data to be deleted at any time, however it will then not be possible for Chaseley Trust to process your application any further.

Final Statement

Please note, irrespective of the post held, and at all times you are responsible for the health and safety of yourself, colleagues, Residents and visitors.

This job description will be agreed between the jobholder and the officer to whom he/she is accountable.

It is a reflection of the present position and will be subject to review and alteration in the event of any future development within the Chaseley Trust. It will be used as the basis for the determination of objectives.

The Chaseley Trust, South Cliff, Eastbourne, East Sussex BN20 7JH

T +44(0) 1323 744200 F +44 (0) 01323 744208
E info@chaseleytrust.org W www.chaseley.org.uk

A Company Limited by Guarantee no. 04344486
Registered Charity No.1090579

Receptionist Person Specification

<u>Attributes</u>	<u>Essential</u>	<u>Desirable</u>
Physical Requirements	Fit and able to meet the requirements of the job description. Smart appearance.	
Professional & Educational Qualifications	GCSE (or equivalent) in Maths & English	NVQ in Administration
Knowledge & Skills	Good knowledge of Microsoft Office especially Word & Excel. Ability to demonstrate, motivate and work within a team of staff Multitasking, managing a varied workload Time management Good planning & organisational skills	Knowledge of GDPR regulations in relation to both employee and resident data
Special Aptitudes	Proactive and self-starter who is resolution focused with a positive outlook You will portray a professional image and be a confident communicator, as well as being personable, approachable and have strong verbal and written communication skills Ensure confidentiality at all times in relation to employee matters and all resident information Practical, logical and innovative approach to problem solving Act with pace to deliver high standards on time	
Work Experience	Working in a customer service or accounts environment Previous experience within a similar role	Working with another healthcare provider previously Minute taking
Personality Requirements	Ability to maintain confidential information. Ability to work under pressure. Ability to use initiative. Ability to work as part of a team.	

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Other Requirements Friendly and approachable.
Ability to work flexible hours.
Wide range of interests.
Availability to cover holidays of other
admin staff.

Please sign and return one copy to HR.

Job Holder Name: _____

Signature: _____

Date: _____

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