



JOB DESCRIPTION

Job Title	Receptionist
Department	Corporate Services
Responsible to	Director of Corporate Services

1. Purpose

To provide an efficient and effective reception service ensuring that it maintains a caring, friendly, sensitive and welcoming environment for patients, visitors, staff and volunteers, whether face to face or by telephone.

2. Main Accountabilities, Responsibilities & Duties

To manage the day-to-day activities of a busy reception and provide administrative support to other departments, where possible.

To be the Volunteer Link for all volunteer receptionists.

To provide an efficient service answering and negotiating of calls through the business communication system to ensure that they are forwarded to the appropriate individuals or departments.

To be responsible for building meaningful and supportive relationships with patients and/or their families to ensure high quality of customer care is provided.

To become fully conversant with the operation of the business communication system and Information Management Technology equipment.

To play a key role in reviewing and developing systems and procedures to ensure the smooth and efficient operation of St. Oswald's Hospice's Reception.

To maintain such records as may be required to enable an efficient and effective service to be provided (e.g. location of staff and volunteers, list of car registrations).

To accurately record telephone messages and ensure that they reach the appropriate individual or department.

To initially deal with any problems relating to the business communication system and inform the IM&T Manager or IT Helpdesk.

To be fully conversant with the Fire Policy and procedure so that in the event of a fire, the Receptionist can alert the Fire Brigade, giving directions to St. Oswald's Hospice and indicating in which building and zone the fire is located.

To be responsible for the management of the signing in and out books at Reception ensuring that all visitors, staff and volunteers sign in and out to comply with the fire regulations.

To be fully conversant with the layout of St. Oswald's Hospice in order to give directions to patients and visitors.

To be responsible for the management of the Key Cupboard.

To ensure all matters relating to incoming and outgoing post are handled in an efficient and effective manner.

To arrange cover as and when necessary for bank and volunteer receptionists.

To provide training and development for new bank and volunteer receptionists and provide refresher training to existing bank and volunteers receptionists. To provide training to staff where appropriate.

To provide assistance with the development of the Receptionist newsletter.

To ensure that all clerical duties are carried out efficiently and effectively.

To be responsible for the acceptance of deliveries of goods, ensuring where appropriate that the delivery note is signed unexamined and the appropriate individual or department is notified of the delivery. To redirect deliveries to other departments as appropriate.

To be responsible for the management of incoming monies in accordance with the procedures agreed by the Finance Director.

To work closely with the colleagues and volunteers to ensure the smooth running of the reception and retail outlet.

To arrange cover for your own absence where possible or appropriate.

3. Self Development

To undertake appropriate personal development and maintain, develop skills and knowledge as determined by the annual review and development meetings and subject to the availability of resources.

4. Risk Management including Health & Safety

To adhere to St Oswald's Hospice Safety Health Environment and Fire Policy as set out in St Oswald's Hospice Health and Safety Policy statement.

To attend all health and safety training St Oswald's Hospice deems mandatory.

5. Team Working and Conduct

To work as a positive team member at all times, in accordance with St Oswald's Hospice Respect at Work Policy and Procedure.

To behave in a professional manner at all times, reflecting and maintaining St Oswald's Hospice values and standards of behaviour and generating a positive image of St Oswald's to all stakeholders

To adhere to all St Oswald's Hospice policies and procedures to ensure that these are maintained at all times.

6. Other

To provide cover for reception areas as and when required.

To undertake any other duties as appropriate within the competence and general level of responsibility of the post under the direction of the post holders line manager.

The job description reflects the immediate requirements and objectives of the post. It is not an exhaustive list of the duties but gives a general indication of the level of work undertaking, which may vary in detail in the light of changing demands and priorities.

Substantive changes will be carried out in consultation with the post holder.

DIMENSIONS OF POST

Operation of the Business Communication System.

Volunteer Link

RISK ASSESSMENT

Task Risk Assessment Main Reception

DISCLOSURE / LEVEL

An Enhanced Disclosure and Barring Service check is required.

PREPARED BY/ DATE

Helen Eadington September 2023



PERSON SPECIFICATION
Receptionist

Application (A), Interview (I), Presentation (P)	Essential	Desirable	Where assessed
QUALIFICATIONS TRAINING AND EDUCATION			
A minimum of 4 'GCSE 'or equivalent qualifications including Maths and English at Grade C/4 or above	✓		A
Experience in using general packages in Microsoft Office (Outlook, Word, Excel)	✓		A
Experience in using Microsoft Teams		✓	A
EXPERIENCE			
2 Years, or previous experience of working as Receptionist at St Oswald's Hospice	✓		A
Cash Handling		✓	A
Experience of Mitel business communication system		✓	A
SKILLS, APTITUDES AND ABILITIES			
Reception/Telephone skills, good administrative, communication and IT skills	✓		A I
Evidence of written and oral communication skills	✓		A I
Numerate	✓		I
Demonstrates accuracy and attention to detail	✓		A
Able to work on own initiative and as part of a team	✓		I
Able to develop effective working relationships with staff, volunteers and external contacts.	✓		I
Able to work with minimum supervision.	✓		I

PERSONAL ATTRIBUTES				
Demonstrates St Oswald's values of Compassion, Accountable and Authentic, Positive and Can Do, Excellence and Innovation		✓		A I
Resilient, demonstrating stamina and ability to bounce back		✓		I
Proven ability to work with a wide cross-section of people, professionals, patients, families and general public,		✓		A
Evidence of a flexible approach to working arrangements		✓		A I
A commitment to achieving positive results		✓		A I
Motivated with enthusiasm and commitment		✓		I
Calm and professional manner		✓		I
Demonstrates St Oswald's Hospice values of Compassion, Accountable and Authentic, Positive and Can Do, Excellence and Innovation		✓		A I
OTHER				
Ability to work on own initiative; diplomacy and empathy; being cheerful		✓		I
WORKING ARRANGEMENTS				
SIGNED	Helen Eadington			
DATE	September 2023			