

### Job Description

**Job Title:** Receptionist

**Hours:** TBC

**Reporting to:** Business Administrator

**Base:** Care Home based

### Job Purpose

To be part of an inspirational and pioneering team establishing our care home business and delivering our vision to *“create a world where everyone feels special”*.

| Responsible for: -  | Person Specification   |
|---|--|
| <ul style="list-style-type: none"> <li>• Ensuring that the overall presentation of the reception area provides a welcoming, friendly and professional image of the home.</li> <li>• Ensuring all visitors to the home are welcomed, are made aware of Health and Safety, Fire and any ongoing events that could have an impact on their wellbeing</li> <li>• Treat all visitors with respect and courtesy at all times.</li> <li>• Assist the team with providing refreshments to visitors, relatives and residents.</li> <li>• Assisting the Customer Relationship Manager with sale enquiries, ensuring that all details are recorded accurately and passed to the Customer relationships Manager/General Manager in a timely manner.</li> <li>• Assisting the Business Administrator in accurately recording team members worked hours, annual leave and sickness.</li> <li>• Assisting the Business Administrator with delegated tasks to ensure workloads are managed effectively.</li> <li>• Ensuring that all telephone calls and emails are dealt with and responded to in a timely and professional manner.</li> <li>• Assisting with the Business Administrator duties during periods of absence</li> <li>• Ensuring that residents receive their post and prepare all outgoing post on a daily basis.</li> </ul> | <p><b>Essential Qualifications</b></p> <ul style="list-style-type: none"> <li>• Proficient level of English, verbal and written</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Excellent written, non-verbal and verbal communication</li> <li>• Good working knowledge of and competence in Microsoft Office applications and Windows based operating environments – Word, Outlook, Excel, PowerPoint, Internet</li> <li>• Experience working in a receptionist position</li> <li>• Experience working in a team</li> <li>• Experience working in a care home (desirable)</li> </ul> <p><b>Personal qualities</b></p> |

- Ensuring that all information of a confidential nature is not divulged to third parties in accordance with GDPR policies and Procedures.
- Actively engage with residents in conversation and meaningful occupation.
- Attending all training as required and be responsible for own personal development.
- Maintaining the Health and Safety of self and others within the care home, reporting and recording any accidents or incidents or near misses.
- Working within the Company's policies, procedures and guidelines, in compliance with regulatory and legislative frameworks and in accordance with the Principle Care Homes Charter, Vision and Values.

**Health and Safety**

1. The post-holder will maintain their personal responsibilities under Health and Safety at Work Regulations, and compliance with the company Health and Safety Policy, ensuring safe working practices and the recommended storage of equipment, including but not exclusive to:

- Control of Substances Hazardous to Health, Electricity at Work Lift & Lifting Equipment
- Manual/Object Handling
- Gas Installation & Use
- Provision and Use of Work Equipment
- Fire Precautions
- Personal Protective Equipment
- Legionella/Water Treatment
- Waste Management
- Reporting of Injuries, Diseases & Dangerous Occurrences Regulations.

2. Appraise and assess measures used to prevent infection control hazards, considering the individual nursing, social, physical, and psychological needs of the resident.

3. Follow and report all concerns and incidents in line with the company incident reporting and whistleblowing procedure, including safeguarding adult's procedures.

- Excellent communication skills including telephone manner
- Dementia knowledge (desirable)
- Reliable and punctual
- Friendly and approachable
- Confident
- Able to adapt to change
- Diplomatic
- Enthusiastic
- Flexible approach to working hours – able to work outside of normal business hours
- Positive outlook
- Self-motivator
- Ability to travel to other homes for training/support when necessary

This job description is not prescriptive; it merely outlines the primary aims and tasks and responsibilities which may evolve and change over time. Any changes will be made in consultation with the job holder and in agreement with the Senior Management Team.

I confirm that I have read and understood this job description: Name, Date, Signature: