

Our Values:

- Support and listen
- Use an open, honest culture
- Put you at the heart of our service
- Ensure you feel safe
- Respect your life choices
- Be kind and compassionate



Job Title: Receptionist
 Salary: £12.21 per hour (depending on experience and qualifications) plus enhancements for weekend working
 Reporting to: Home Manager / Shift Leader
 Hours of work: Up to 37 hours per week, including weekends, bank holidays and evenings as required to meet service needs

Job Purpose

To deliver a welcoming, high-quality professional reception service, acting as first point of contact for visitors. Professionally handling telephone and written communication queries and responding to or relaying these as required.

Main Duties and Responsibilities

- To act as first point of contact, providing a warm and welcoming experience to all visitors, directing them to the right person or department
- To professionally handle and respond to all enquiries, taking and relaying messages when required
- To be an ambassador for Coverage Care, providing information and showing potential residents and visitors around the premises
- Undertake general administration tasks such as photocopying, secretarial support, and maintaining stationary stocks
- Ensure the reception area is kept neat, tidy and welcoming
- Be responsible for the procurement of a reliable supply chain for stationery etc
- Maintaining the security of the building, ensuring visitors sign in and out
- Co-ordinate meetings and take minutes
- Process incoming and outgoing deliveries, including post

General

- Work effectively in your team, sharing knowledge and best practice
- Comply with company policies and procedures and ensure up to date knowledge
- Practice responsible safeguarding, raising awareness of risks and hazards
- Keep accurate records
- Maintain confidentiality
- Promote anti-discriminatory behaviour, being culturally sensitive about personal characteristics

The duties and responsibilities in this job description are not exhaustive but represent the type of work required. The postholder will be required to undertake other duties appropriate and consistent with the purpose of the job.

Selection Criteria A = Application Form, I = Interview, T = Test or Case Study, P = Personal Assessment	Essential (E) or Desirable (D) Criteria	Assessment Method (A, I, T, D)
Attributes / Skills:		
1. Effective communication	E	A, I
2. Interest in working in residential care setting	E	A, I
3. Ability to build meaningful relationships whilst maintaining professional boundaries	E	I
4. Punctuality and reliability	E	I
5. Conscientiousness and attention to detail	E	A, I
6. Patient and empathetic approach	E	I
7. Willingness to participate in training sessions as required	E	I
8. A reasonable level of fitness	D	P
9. Commitment to Equality, diversity, and inclusion	E	I
10. Clear understanding of confidentiality	D	A, I
11. Able to deliver excellent customer service	D	A, I
12. Good knowledge of Microsoft Office packages	E	A, I
Experience:		
1. Experience in a social care environment	D	A, I
2. Experience of business or finance administration	D	A, I
3. Experience of reception duties	D	A, I
4. Secretarial experience	D	A, I
5. Knowledge of health and safety requirements and standards	D	A, I
6. Experience of working in a customer service environment	D	A, I
Qualifications / Training:		
1. GSCE English and Maths or equivalent	E	A
2. Level 2 Business Administration	D	A
3. First Aid	D	A

This Job Description and Person Specification are revised periodically and amended as necessary to ensure that the content reflects the needs of the service.

I acknowledge the receipt of the above job description:

NAME: _____

SIGNATURE: _____

DATE: _____