



# JOB DESCRIPTION

Post Title: Receptionist

## Job Summary

To be the first point of contact for internal or external customers either face to face, on the phone or via email for the care home. Working closely with colleagues you will share a variety of administration tasks providing a seamless first-class customer experience.

**Accountable to:** Home Manager

**Line Managed by:** Home Manager

## Person Specification

Person Specification Criteria	Essential	Desirable
<b>Education and Training</b>		
GCSE or equivalent in Maths and English	✓	
<b>Experience</b>		
Previous experience in a similar role	✓	
An understanding of working in the charitable or not-for-profit sector		✓
<b>IT Skills</b>		
Good MS Office skills (Word, Excel, Outlook)	✓	
<b>General Skills and Abilities</b>		
Excellent organisational skills	✓	
Good communication skills (both written and verbal)	✓	
Ability to manage conflicting priorities	✓	
Ability to work independently	✓	
Ability to work to deadlines with accuracy and attention to detail	✓	
Ability to work collaboratively as part of a team	✓	
Understanding of person-centred care and the ability to demonstrate respecting choices and treating people as individuals	✓	
Understanding empathy and treating people with kindness	✓	

### **Key Responsibilities**

- Provide front desk reception duties for Rockdale House which includes answering enquiries in person, by phone and email
- Greet residents and visitors with a positive, helpful attitude
- Act as an ambassador for Rockdale House and Rockdale Housing Association at all times
- Assist prospective residents and relatives to view Rockdale House and provide the information they require to help them determine whether Rockdale House is suitable to meet their needs
- Helping maintain workplace security by issuing, checking and collecting badges as necessary and maintaining visitor logs
- Answering telephones in a professional manner and routing calls as necessary
- Assisting colleagues with administrative tasks, including the processing of some financial transactions
- Sort and distribute all incoming and outgoing mail and courier items
- Assist in general office administration
- Provide excellent customer service to both internal and external customers, promoting a positive image of Rockdale House at all times
- To provide reception cover for Lodge (head office) in an emergency
- Assist in the coordination of ad-hoc house functions and events
- Assist in any ad-hoc duties, projects and activities as and when required

**TERMS AND CONDITIONS OF EMPLOYMENT-** A separate contract gives full details

## Competency Framework

The competence framework sets out skills, knowledge and behaviours in four main competence areas, providing a means to assess performance of the above duties and responsibilities.

Competence	Description	Behaviours
Communicating effectively, internally and externally	Engaging in written and oral communication that is clear, transparent, and responsive to the needs, experience and understanding of diverse audiences.	Communicate using appropriate styles, methods and timing to maximise understanding, impact and inclusiveness. Actively seek information from others to understand their needs and encourage them to access relevant information that will help them use services more effectively.
Working as a team	Working effectively with colleagues and using the diversity of the team to create a working environment which helps to achieve optimum performance and success.	Proactively contribute to the work of the whole team. Actively seek input from a diverse range of people. Be open to taking on different roles
Developing skills and knowledge	Keeping up to date with new processes and information in our individual role, seeking opportunities to develop, and taking responsibility for own individual personal development	Identify own skills and knowledge gaps to inform own development and discuss these with line manager Recognise and take time to achieve own learning and development objectives.
Delivering effective performance	Delivering timely performance with energy, taking responsibility and accountability for quality outcomes, and dealing with challenges in a responsive and constructive way	Focus on providing the right solution and keep relevant parties up to date on progress. Take responsibility for the quality of own work and keep line manager informed of how work is progressing. Take ownership of problems, remaining positive and focused on achieving outcomes despite setbacks.