

Job title:	Receptionist / Administrator
Responsible to:	Registered Manager

Purpose of the Job

- To promote and work within our values:



- To provide a professional reception service to telephone callers and visitors.
- To set up and operate efficient administrative support to the unit.
- To work within our Code of Conduct / Behaviour Charter.

Specific Duties & Responsibilities

- To be aware of and work within charity policies and procedures ensuring that all relevant legislation is implemented and followed.
- To provide a professional reception service for internal and external callers contacting the home via any recognised form of communication.
- To be the initial point of contact for Residents and staff queries, ensuring that all queries passed on to the relevant party in a timely manner.
- To open sort and distribute incoming mail ensuring that confidentiality is observed at all times. Any mail marked 'Private & confidential' should not be opened under any circumstances. Distribute Resident's mail as appropriate.
- To answer external enquiries including from those looking to use our services and provide information about the care home facilities when requested.
- To maintain the care home diary.
- To provide typing support to all within the home, including the typing of minutes as required.

- To ensure the timely filing of all documentation with special regard to the confidentiality within residents' files.
- To ensure that all policy and procedures are accurately maintained and to maintain and update any manual or computerised records within the home.
- To prepare new Residents and employees packs ensuring that all relevant documentation is included.
- To set up new Residents on the computer ensuring all information has been provided entered correctly and updated where necessary. Also to record any changes on the computer and inform the relevant parties as per policy and procedure
- To maintain stationery stock and reorder as necessary.
- To make sure the IT department are aware of any routine maintenance of printers, photocopiers and all other IT equipment.
- To follow all policies and procedures regarding petty cash including the storing, handling and recording of residents' money.
- To be aware of the regulations both internal and external with regards to all aspects of resident's finances and update records where necessary.
- To assist with the checking and recording of purchase invoices as per policy and procedure.
- To participate in meetings, reviews, staff development, appraisal and supervision as required within charity policies.
- To participate flexibly in rotas and routines as required by the charity.
- To attend and fully participate in training as required by the charity, including completing the staff induction programme.
- To buddy new starters.
- To perform any other tasks that fit your role.
- To complete any other reasonable tasks assigned by the management team.

Person Specification

- Be adaptable to change

- Have excellent observational skills
- Have 1 years' experience in a similar role
- Be able to build trust and rapport
- Have strong communication and inter personal skills
- Be non-judgmental
- Have good time management and organisational skills
- Be willing to learn and develop
- Be approachable and able to connect and empathise with others
- Be able to use computer systems and tech devices

This job description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.