

# **JOB DESCRIPTION - RECEPTIONIST**

**JOB TITLE:** Receptionist

**REPORTING TO:** Home Manager

**JOB PURPOSE:** To welcome Visitors to the Care Home, and to handle telephone calls, in a friendly and efficient manner. To direct Visitors & telephone calls to the correct location. To assist the Administrator as and when required.

## **SKILLS, KNOWLEDGE & QUALIFICATIONS**

### **Required:**

- \* Good numerical and word processing skills
- \* Good communication and organisational skills
- \* Friendly, confident and well-presented
- \* Professional telephone manner
- \* Genuine interest in working within a caring environment
- \* Satisfactory enhanced CRB Disclosure, Police Check and check against the POVA List (where applicable)

### **Desired:**

- \* Proven ability in dealing with the general public
- \* Team player
- \* Ability to work on own initiative

## **MAIN RESPONSIBILITIES**

### **Reception:**

1. Welcome all Visitors to the Care Home courteously, determine the reason for their visit and check their identity. Notify appropriate Staff Member regarding Visitor's arrival.
2. Answer the telephone and respond to all enquiries at Reception. Re-direct enquiries in a friendly and efficient manner.
3. Provide administrative support to the Home Manager and Administrator, as and when required.
4. Process documentation as required on a daily, weekly or monthly basis.
5. Operate office equipment such as fax, photocopier and computer as and when required.

### **Communication:**

6. Participate in Staff and Client meetings as required.

### **Training & Development:**

7. Attend mandatory training days/courses, on or off site, as and when required.
8. Maintain professional knowledge and competence.

### **Health & Safety:**

9. Report immediately to the Home Manager, or Person in Charge, any illness of an infectious nature or accident incurred by a Client, colleague, self or another.
10. Understand and ensure the implementation of the Care Home's Health and Safety policy, and Emergency and Fire procedures.
11. Report to the Home Manager, or the Handy Person, any faulty appliances, damaged furniture, equipment or any potential hazard.
12. Promote safe working practice in the Care Home.

### **General:**

13. Promote and ensure the good reputation of the Care Home.
14. Ensure that all information of confidential nature gained in the course of duty is not divulged to third parties.
15. Notify the Home Manager, or the Person in Charge, as soon as possible of your inability to work, and also on your return to work from all periods of absence.
16. Ensure the security of the Care Home is maintained at all times.
17. Adhere to all Company policies and procedures within the defined timescales.
18. Ensure all equipment is clean and well maintained.
19. Carry out any other tasks that may be reasonably assigned to you.

## **JOB DESCRIPTION - RECEPTIONIST**

This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list. Flightcare Limited reserves the right to amend this Job Description from time to time, according to business needs. Any changes will be confirmed in writing. Please note that you share with Flightcare Limited the responsibility for making suggestions to alter the scope of your duties and improve the effectiveness of your post.

Please sign, print your name, and date below to indicate your acceptance of this Job Description.

**Signature:** .....

**Name:** ..... **Date:** .....