



## JOB DESCRIPTION

<b>Job Title:</b>	Receptionist
<b>Company:</b>	Clwyd Alyn Housing Association
<b>Department:</b>	Merton Place Care Home
<b>Responsible to:</b>	Care Home Manager
<b>Salary:</b>	
<b>Qualifications:</b>	NVQ Level 2 in Customer Service or significant experience of working in a customer facing role
<b>Date of Evaluation:</b>	August 2014

### **Disclosure & Barring Service Check requirement:**

This role has been assessed as requiring an Enhanced Level (without barred list) Disclosure and Barring Service (DBS) check. Staff will need to demonstrate through their DBS check that they have no spent or unspent convictions, cautions, reprimands or warnings which would impact on their ability to carry out their role.

Any risks identified through the DBS check will be reviewed by the Group and a Risk Assessment undertaken. The outcome of the Risk Assessment may result in job offers being withdrawn or existing staff member's employment being reviewed. Further information is available in the Company's DBS Policy and Procedure which can be requested from the HR Team.

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### **1. Purpose of the Job**

- 1.1 To provide and actively promote excellent Customer Service for both internal and external service users and stakeholders, ensuring the customer experience is a positive one.
- 1.2 To promote the image of the Care Home by dealing with queries efficiently and effectively.

- 1.3 To provide administrative support to the Care Home Manager or senior member of staff, as required, to ensure the smooth running of the administration within the Care Home. This may include liaising with residents, families, and various other bodies.

## **2. Knowledge & Abilities**

- 2.1 To use the Care Home's telephone system to take incoming calls efficiently and professionally.
- 2.2 To maintain the visitors book and to direct visitors to the appropriate resident or staff member within the Care Home.
- 2.3 To ensure that contractors visiting the Care Home are given appropriate access to the building and that visits are recorded.

## **3. Working with Others**

- 3.1 To work with staff based at the Care Home to ensure that all visitors to reception receive an effective service.
- 3.2 To direct incoming calls to the appropriate member of staff and to take messages for staff who are unavailable or who cannot be contacted.
- 3.3 To ensure the adoption of a corporate approach to customer service.

## **4. Problem Solving / Decision Making / Innovation**

- 4.1 To identify issues or concerns which could affect the daily operation of the reception area and to report these to the Care Home Manager.
- 4.2 To be aware of health and safety issues relating to the reception area including the testing of fire alarms and emergency lighting and recording any incidents of inappropriate behavior by visitors.
- 4.3 To be responsible for reporting maintenance problems and ensuring that any outstanding works are followed up.

## **5. Use of Technology**

- 5.1 To use the group's IT packages, including Caresys, in order to update records and produce letters and reports as necessary.

## **6. Budgets & Cash Handling**

- 6.1 To receive sundry invoices and be responsible for petty cash, recording amounts and issuing receipts in line with the Company's cash handling procedures.

## **7. Unsocial Conditions / Special Circumstances**

- 7.1 A flexible approach to the role is required.

## **8. Core Responsibilities**

- 8.1 To be responsible for the application of Health & Safety practices within daily working practices sharing a common responsibility for Health & Safety across the Association.
- 8.3 To comply with the Association's Risk Management Strategy, identifying and mitigating against risk.
- 8.4 To be responsible for the application of Equality and Diversity practices in accordance with Association policy and procedures within daily operations.
- 8.5 To comply with Standing Orders, Association Policies and Procedures and to make know to Line Managers any areas which are not adequately covered.
- 8.6 To perform any other reasonable task as determined by the Manager, Director, Deputy Chief Executive, Chief Executive or Board of Management.