JOB DESCRIPTION

Job Title	Care Home Receptionist
Responsible to	Registered Care Home Manager
Responsible for	None
Post Objective	To provide a comprehensive reception and telephone support service to the Care Home team, visitors and telephone callers.

SUMMARY OF MAIN RESPONSIBILITIES

1. To ensure that all visitors and telephone enquiries are dealt with in an efficient, professional, courteous and effective manner and that waiting times are kept to a minimum.
2. To deal with enquiries both in person and over the telephone, in a professional manner ensuring that any appropriate follow up action is carried out in a timely and professional manner.
3. To welcome visitors to the Home and ensure that they are looked after in a polite and friendly manner and to make and serve beverages as required.
4. To handle deliveries effectively ensuring goods are taken by the addressee and are not left in the reception area.
5. To ensure names, telephone numbers and address information lists are kept up to date.
6. To undertake general typing e.g. minutes of meetings, notes to completed care plan documentation, etc.
7. To attend appropriate training courses and staff meetings.
8. To ensure that the main foyer and reception areas are maintained to a high standard.
9. To undertake any other duties, commensurate with the grade of the role, as agreed with, or requested by, the Home Manager.

PERSON SPECIFICATION

Job Title Care Home Receptionist

Department Operations

Line Manager Care Home Manager

		ESSENTIAL (E) DESIRABLE (D)
SKILLS/ ABILITIES	o Polite, courteous and professional approach to dealing with telephone enquiries.	E
	o Good verbal and written communication skills and the ability to communicate with internal and external customers.	E
	o Excellent interpersonal skills.	E
	o Flexible and able to deal with a busy and varied role.	E
	o Trustworthy and able to deal confidentially with information.	E
	o Flexible approach to working hours.	E
	o Accurate and keen eye for detail.	E
KNOWLEDGE	o Good working knowledge of Microsoft Excel, Word for Windows and E-mail	E
	o Good knowledge of office equipment.	E
	o A good appreciation of the needs of older people and their families.	E
EXPERIENCE	o Previous reception work experience including word processing, telephone enquiries, meeting and greeting preferably in a similar environment.	E
	o Previous experience of working with computers and Microsoft software packages.	E
PERSONALITY	o Friendly and courteous.	E
	o Neat and tidy in appearance.	E