

## JOB DESCRIPTION

### JOB DETAILS

JOB TITLE:	Receptionist
HOURS:	Various
REPORTING TO:	Hospitality Service Manager

### JOB SUMMARY

Reporting to the General Manager, the Receptionist is responsible for ensuring a there is a welcoming atmosphere on entering the home.

The Receptionist will greet all visitors and residents in a friendly, welcoming and professional manner ensuring high standards of customer service are met at all times.

### JOB SPECIFIC RESPONSIBILITIES

#### Reception Duties

- Ensure that the overall presentation of the reception provides a welcoming, friendly and professional image of the home.
- Ensure all visitors to the home are welcomed, are made aware of Health and Safety requirements and treated with respect and courtesy at all times
- Assist the team with providing refreshments to visitors, relatives and residents.
- Assist the Customer Relationship Manager with sale enquiries, including 'show round' of the home
- Provide support to the home management team with generating accurate reports when required to do so
- Assist the Business Administrator in accurately recording team annual leave and sickness
- Provide the team with documentation on request
- Ensure that all telephone calls are dealt with in a timely and professional manner
- Ensure that all training is coordinated with the home, making team members aware of course that are available.
- Ensure records of team members attending training courses are completed.
- Attend all training as required and be responsible for own personal development.
- Assist with the Business Administrator duties during periods of absence
- Ensure that residents receive their post and prepare all outgoing post on a daily basis.
- Ensure that all information of confidential nature is not divulged to third parties.
- Ensure that all team members are aligned with the Hallmark vision and are operating from the Hallmark Charter.

- To actively engage with residents in conversation and meaningful occupation related to their lifestyle choices at a level and pace that values the individual and respects their dignity and communication differences.
- To respond in a timely way to residents who are distressed (calling out, calling for help, knocking or making noises that suggest the need for support) or seek assistance if you feel unable to respond appropriately.

#### **JOB DESCRIPTION RECORD**

This job description reflects the current main organisational priorities for the position. These priorities may develop and change in consultation with the post holder in line with needs and priorities of the business.

Post holder's signature:

Date:

## PERSON SPECIFICATION

	Essential Criteria
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• GCSE's or equivalent in English</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience working within a Receptionist position</li> <li>• Experience with working in a team</li> <li>• Experience with working in a care home (<b>desirable</b>)</li> </ul>
<b>Skills/ Knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent written, non-verbal and verbal communication skills</li> <li>• Good working knowledge of and competence in Microsoft Office applications and Windows based operating environments – Word, Outlook, Excel, PowerPoint, Explorer</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Reliable and punctual</li> <li>• Able to adapt to change</li> <li>• Approachable</li> <li>• Confident</li> <li>• Diplomatic</li> <li>• Enthusiastic</li> <li>• Flexible</li> <li>• Influencing skills</li> <li>• Listening skills</li> <li>• Negotiating skills</li> <li>• Patient</li> <li>• Positive attitude</li> <li>• Self-motivator</li> <li>• Flexible approach to working hours - able to work outside of normal hours.</li> <li>• Ability to promote a professional image for the company at all times</li> <li>• Ability to travel to other homes where needed for training / support</li> <li>• Able to adapt to the Hallmark culture</li> </ul>