

Job title: Receptionist	
Reports to: Independent Living Manager	Reporting to job holder: Not Applicable
Overall purpose: To support the provision of comprehensive, high quality, resident focused reception service to support the effective and efficient operation of the Village.	
Principle accountabilities:	
<u>Planning and organising</u>	
<ul style="list-style-type: none"> • To provide on a rota basis comprehensive reception service which meets resident’s and visitor’s needs. • To be a useful and resourceful point of information to access services in the locality • To arrange appropriate transportation on a resident’s behalf • To act as a first point of contact for a resident to provide feedback and where appropriate resolve any concerns or signpost to an escalation procedure • To provide administrative/clerical support as necessary in order to deliver effective and efficient reception services. 	
<u>Business focus</u>	
<ul style="list-style-type: none"> • To comply with current Fire, Health & Safety at Work and associated legislation by observing Ben’s policies and procedures and carrying out safe procedures and practices at all times, following appropriate reporting arrangements as required. • To act as a fire marshal and first aider. • To act as first responder for the warden system within the Village at specified times during the day and in the evening and on other occasions as required to meet business need; • To work within the required standards and Ben policies and procedures at all times. • To follow current infection control guidelines to minimise risk to residents, visitors, colleagues and Ben. • To comply with Ben’s Safeguarding guidelines and reporting procedures. • To comply with Ben’s protocols and requirements on maintaining confidentiality. 	
<u>Communication</u>	
<ul style="list-style-type: none"> • To ensure all communications and interactions with residents, colleagues relatives and other stakeholders is effective, sensitive and professional. • To report and record immediately or as soon as reasonably practical any complaints, accidents or incidents involving colleagues, residents or visitors to the designated manager following the procedure at all times. 	
<u>Managing Performance</u>	
<ul style="list-style-type: none"> • To participate in the assessment and evaluation of the quality and effectiveness of reception services provided to residents and colleagues and contribute to the development and implementation of service/standard improvement plans as required. 	

- To support and assist new staff and act as a mentor to new starters as required.

Stakeholder Relationships

- Represent Ben and the Village in a positive manner.

Achieving Resident Service Excellence

- To support the delivery of high quality and consistent reception services to colleagues, residents, visitors to the Village.
- To recognise residents' individual rights to dignity, privacy, choice and confidentiality.
- To value and support diversity and equality of opportunity for our residents and colleagues.

Additional Duties

- To attend meetings and training sessions as required to support continuous learning and development and performance improvement.
- To undertake any other duties specified from time to time by the Independent Living Manager or Head of Village Services.

This job description is not intended to be an exhaustive list of responsibilities and will be regularly reviewed and amended as necessary after consultation.

Deliverables – Key measures:

Planning and organising

- To contribute to the provision of high quality, resident reception services which support the efficient and effective operation of the Village.
- To participate, as required in audits and quality assurance programmes to evaluate standards of service delivered to residents.

Business Focus

- To assist in the maintenance of a healthy and safe working environment at all times.
- To ensure that all aspects of the regulatory and organisational policy/procedure frameworks are met.
- Problems are avoided due to policies and procedures being followed.

Communication

- Residents, their relatives and visitors to the Village are engaged in a professional and appropriate manner, ensuring the Village is viewed in a positive way.
- To assist in maintaining the buildings, facilities and internal and external environments at a designated site to a high standard and in delivering a safe environment for residents, visitors and colleagues.
- To contribute to ensuring that complaints, concerns or incidents at the Village are dealt with promptly, promoting a positive resident experience.

Managing Performance

- To support the delivery of agreed service/quality improvements for reception services within agreed timescales.
- New colleagues receive dedicated assistance and mentoring from a more experienced colleague to improve their induction experience within their role and to address issues/concerns in a timely manner.

Stakeholder Relationships

- Stakeholders experience professional, positive and helpful interactions with Ben colleagues.

Achieving Resident Service Excellence

- To contribute to the delivery of a consistent level of service to resident which maintains high standards of safety and provides a well maintained and visually appealing living environment which meets residents' expectations, ensuring the Village is viewed in a positive way.
- Residents and colleagues experience a positive and engaging environment where they are treated with respect and their differing needs are recognised, valued and responded to appropriately.

Additional Duties

- Accept ad hoc tasks/duties as required.

PRIDE values

To embody and deliver the role of Receptionist in line with our values:-

**Passionate
Respectful
Inclusive
Driven
Empowered**

Experience required:

- General office experience, including answering phones, providing a front of house/reception service and dealing with a range of administrative tasks.
- Experience of dealing effectively with the general public.
- Experience of maintaining a range of administrative systems.
- Experience of handling Cash and keys.

Technical Knowledge:

- Apprenticeship Standards (Level 3) Resident Services or equivalent is desirable, although not essential.

Other significant role requirements:

- Demonstrate the Core Behaviours for the role on appointment or following successful completion of induction/ probationary period where new to the role.

- Effective verbal communication skills with residents, their relatives, visitors and colleagues.
- Effective written communication skills to prepare simple documents, reports, procedures as required.
- Numerical skills sufficient to complete simple calculations (addition, subtraction, multiplication, percentages) and maintain financial records accurately.
- Ability to manage and prioritise workloads;
- Able to work accurately under pressure to tight deadlines;
- Able to make accurate judgements of situations, and refer these to other colleagues, if necessary;
- Able to use initiative;
- Competent in the use of a range of current Microsoft office products.
- Ability to maintain all aspects of confidentiality and to comply with all legislative requirements in relation to residents and colleagues.
- Able to demonstrate a commitment to diversity and the achievement of equality of opportunity in both employment and service delivery.

Date updated: July 2019