

<b>Job title:</b> Receptionist	
<b>Reports to:</b> Care Centre Manager or other designated manager dependant on location	<b>Reporting to job holder:</b> Not Applicable
<b>Overall purpose:</b>  To support the provision of comprehensive, high quality, resident focused reception service to support the effective and efficient operation of the Care Centre/Village.	
<b>Principle accountabilities:</b>	
<b><u>Planning and organising</u></b>	
<ul style="list-style-type: none"> <li>• To provide a comprehensive reception service which meets resident’s and visitor’s needs</li> <li>• To be a useful and resourceful point of information to access services in the locality</li> <li>• To arrange appropriate transportation on a resident’s behalf</li> <li>• 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</li> <li>• To provide administrative/clerical support as necessary in order to deliver effective and efficient reception services</li> </ul>	
<b><u>Business focus</u></b>	
<ul style="list-style-type: none"> <li>• To comply with current Fire, Health &amp; 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</li> <li>• To act as a fire marshal and first aider</li> <li>• To act as first responder for the warden system within the Care Centre/Village at specified times during the day and in the evening and on other occasions as required to meet business need</li> <li>• To work within the required standards and Ben policies and procedures at all times</li> <li>• To follow current infection control guidelines to minimise risk to residents, visitors, colleagues and Ben</li> <li>• To comply with Ben’s Safeguarding guidelines and reporting procedures</li> <li>• To comply with Ben’s protocols and requirements on maintaining confidentiality</li> </ul>	
<b><u>Communication</u></b>	
<ul style="list-style-type: none"> <li>• To ensure all communications and interactions with residents, colleagues relatives and other stakeholders is effective, sensitive and professional</li> <li>• 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</li> </ul>	
<b><u>Managing Performance</u></b>	
<ul style="list-style-type: none"> <li>• 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</li> </ul>	

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

#### **Stakeholder Relationships**

- Represent Ben and the Village/Care Centre 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 Care Centre/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

**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 Care Centre/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 Care Centre/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 Care Centre/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 Care Centre/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: September 2023 SP**