

JOB DESCRIPTION

Job Details	
Job Title:	Reception Administrator
Band:	Band 3
Department:	Estates and Facilities
Directorate:	People and Services
Reporting to:	Simon Boddy
Responsible for:	Main Reception
Location	Dorothy House Hospice at Winsley

Job Summary / Main Purpose:

Dorothy House Hospice is looking to add a Reception Administrator to their Main Reception Team.

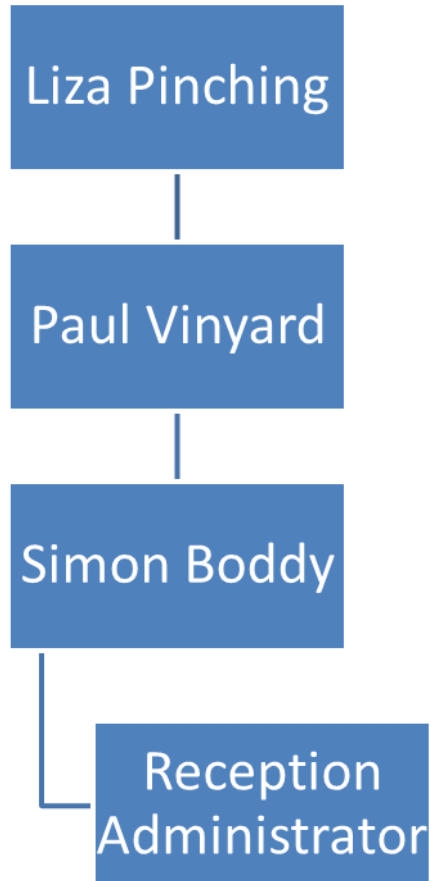
The Reception Team is the first point of contact that visitors, patients and relatives have with Dorothy House. The team ensure all visitors welcomed promptly, put at their ease and offered hospitality as appropriate. Escorting patients and their visitors to our Inpatient Unit (IPU).

Reception complete a number of tasks for all the departments throughout Dorothy House and are the go to team for any queries that patients, visitors and staff.

Principal Duties and Responsibilities

- Welcome visitors and to direct them to where they are due to be.
- Answer telephone enquiries.
- Co-ordinate Reception duties in order to facilitate the smooth running of the hospice front of house services.
- Opening, locking up and security of reception (morning or evening) and security of ground floor offices and meeting rooms.
- Operating the till and cashing up.
- Ensure displays are organised and tidy at all times.
- Stationery ordering and stock takes.
- Recommending Retail merchandising.
- Ordering Supplies for Kitchen, Health and Safety, and Housekeeping teams
- Where required, reporting on aspects of the Estates and Facilities department and the work it completes.
- Various administration tasks for departments within Estates and Facilities.
- Managing meeting room bookings.

Structure Chart



Contacts

The Reception team work alongside and communicate with all departments at Dorothy House. The team are the first point of contact that visitors, patients and relatives have with Dorothy House whether that is face to face or through telephone calls.

Special Note

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

No Smoking Policy

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in

relation to promoting health. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients' homes.

Confidentiality

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

Safeguarding

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

Health and Safety at Work Act

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

Criteria	Essential	Desirable
Be friendly, approachable and helpful.	X	
To be able to demonstrate good communication skills.	X	
Able to show empathy and present a calm, courteous and compassionate manner at all times.	X	
Experience of using Microsoft tools Outlook, Teams, Word and Excel.		X
Good administrative skills.		X
Ability to complete different tasks for a number of departments		X
Be able to work under your own initiative.		X