**Role Profile**

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| Role Title: Receptionist | Department: Reception |

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| Location: Beechwood Centre  *N.B. other Beechwood locations, as required* | **Salary: £18,278 pro rata (£7,904 actual)**    Hours: 16 hrs/week (over 4 afternoons)  Annual Leave: 25 days pro rata  plus bank/statutory  days – on a  pro rata basis |

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| 1. Main Purpose of Job |
| The role of the Receptionist is to be the first point of contact for visitors and callers to Beechwood Cancer Care Centre. We are looking for someone who has a desire to ensure all visitors and telephone callers to the Centre receive a warm reception, whilst being professional and ensuring the smooth running of the reception and reception team. |
| 2. Position in Organisation |
| * Line Manager – TBC |
| 3. Duties and Key Responsibilities |
| To provide a high quality, professional reception, and administrative service to all visitors of Beechwood Cancer Care Centre.  To act as the first point of contact for clients/service users contacting the Centre.  To portray the Charity in the highest possible professional manner. Ensuring visitors always receive a warm and respectful greeting.  Representing the Charity with a positive attitude and smart appearance.  To ensure that enquiries from visitors and clients, either face to face, by telephone or email are efficiently and courteously processed.  Ensuring all visitors sign in - supplying them with visitor's badges  Taking and directing calls - taking accurate messages, ensuring they reach recipients in a timely manner.  Booking and changing appointments on Beechwood’s Excel appointment system either face to face, over the phone or via email.  Completing administrative tasks e.g. typing word or excel documents.  Accepting and delivering mail within the Centre. Taking post to the local Post Office at the end of the working day.  Maintaining an organised, tidy reception area.  Creating and maintaining effective systems on Reception.  Booking rooms for meetings on the outlook calendar.  Answering queries from callers regarding groups or courses offered.  Interacting with other colleagues and departments.  Processing payments for goods/events either through the till or card machine and recording sales accurately.  Provide/receive a full hand-over to other colleagues at the end/beginning of duty.  Ensuring time-critical tasks are completed by the end of the day (when impacting on the following morning/receptionist). |
| 4. Key Relationships |
| Line Managers  Clinical Services Manager  Reception Team  Volunteers  Visitors  Service Users  Healthcare professionals |
| 5. Knowledge & Experience |
| * Previous reception and admin experience - **ESSENTIAL** * Competent in the use of Microsoft Office applications - **ESSENTIAL** * Experience of using a telephone system - **ESSENTIAL** * Understanding of confidentiality and data integrity - **ESSENTIAL** * Experience of working for a charity - **DESIRABLE** * Experience of appointment systems - **DESIRABLE** |
| 6. Responsibility/Accountability – working with other colleagues |
| * To support and liaise closely with the morning Receptionist and with occasional need to cover leave/sickness/in-house support evenings * Accountable to Line Manager |
| 7. Skills/Aptitude |
| Communication Skills   * Excellent verbal and written communication skills * Attentiveness and a memory for detail * Interpersonal skills (personable yet professional) * Confident and professional customer service experience   IT Skills   * Proficient in the use of Microsoft Office applications e.g. Outlook, Word, Excel, PowerPoint * Ability to input and navigate an excel Appointment System * Keyboard skills   Administrative Skills   * Organised, efficient and ability to manage own workload * Ability to prioritise and re-prioritise work to meet the changing demands of a busy Reception * Able to establish systems and processes to ensure the smooth running of Reception   Relationship Building   * Ambassador within the local community, promoting the Charity favourably * Ensuring all who contact Beechwood receive excellent customer service * Representing the Charity with a positive, professional attitude and appearance     Planning and organising to achieve results   * Prioritises work to maximise effective use of resources and effort * Remains focused when faced with competing demands and can multi-task * Able to use own initiative and work autonomously as well as part of a team * Problem solving skills |
| 8. Qualifications |
| * Good level of general education * Customer service qualification or equivalent experience |
| 9. General |
| All Beechwood employees should be aware of and adhere to the following:   * To adhere to all health and safety and fire regulations, and to co-operate with the Charity in maintaining good standards of health and safety * To uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute (including via social media) * Promote and sustain a responsible attitude towards equality and diversity * Demonstrate a commitment to on-going learning and development   **Safeguarding**  Beechwood is committed to safeguarding and protecting the welfare of vulnerable adults, children and young people; as such, all staff and volunteers must share this commitment and undertake safeguarding training relative to the role.  A satisfactory Criminal Record Bureau check will need to be received prior to commencement of employment and for some roles, an enhanced check.  *All employees are expected to be competent with the use of technology and information systems and understand their duties and responsibilities regarding the appropriate use of personal data including sensitive personal data (relative to role).*  This role description is a guide and is not exhaustive, as such, it may be amended to meet the changing requirements of the Charity. |
| Behaviours (Required of all Beechwood staff) |
| Communicating with Impact   * Communicate clearly and checks others have understood * Listen to others’ views, seeks clarification where needed   Delivering Outcomes   * Plan own work and prioritises to meet goals * Communicate and collaborates with others – teamworking skills * Self-motivated, reliable and practical using own initiative * Able to perform under pressure * Meet agreed deadlines and within expected standards * Flexibility   Honesty and Integrity   * Speak positively about Beechwood and the Charity’s work – both verbally, written and on Social Media platforms * Treat all others fairly and consistently and with respect * Promote and embraces equality and diversity   Resilience   * Respond positively to change and encourages others to do so * Flexible and adaptable to changing needs and responsibilities within Beechwood     Empowerment, Engagement & Participation   * Support the Charity and colleagues to achieve its objectives * Accept responsibility and accountability for own role and team * Willingness and ability to nurture and coach volunteers |