



JOB DESCRIPTION

Job Title	Receptionist / Administrator
Responsible To	Home Manager

Purpose of Position

To provide a general reception/administrative service between the hours of 8.30am – 6pm 7 days a week.

The post holder will be the first point of contact for all visitors and callers to the Home.

The post holder will cover reception, and deal with general visitor and resident enquiries.

To provide an administrative service to the Home which will include word processing, photocopying, distribution and collection of mail, ordering of stationary supplies, and other general administrative duties.

WORKING RELATIONSHIPS

Internal

To have a commitment to multidisciplinary team working, and therefore the working relationships will be with ALL members of the team.

External

Contact with Head Office, Statutory Authorities, GP's, volunteers, local community groups and services, general suppliers to the home, residents and relatives.

Principal Responsibilities

- To manage incoming telephone calls and ensure these are redirected to the appropriate person.
- To cover reception and deal with general visitor and relatives/residents enquiries.

- To provide information in relation to enquiries regarding the Home.
- To be responsible for recording the daily post sent and stamping daily post received. To deliver incoming post and collect outgoing post from the management team members, daily. To distribute residents post.
- To take newspaper orders from residents and organise their delivery.
- To administer and reconcile the sale of meal vouchers for staff and visitors.
- To prepare tables and database in conjunction with the Accounts Manager / Home Manager.
- To formulate a database for mail merge and be responsible for sending the Waypoints newsletter to residents, relatives and other external parties.
- To assist the management team in letter writing and recording / documenting of minutes.
- To assist in the banking of daily income received.
- To provide assistance to the management team with any other general administration duties.
- To assist in the compilation of staff time sheets and general staff records.
- To attend staff meetings as and when required.

NOTE: The duties and responsibilities outlined in this job description although comprehensive are not definitive and you may be required to perform other duties at the request of your manager.

CONFIDENTIALITY: During the course of your duties you may have access to see or hear information of a confidential nature and you are required to undertake not to disclose any such information to any unauthorised persons.

Working Conditions

A flexible 37.5 hour week will be worked to meet the needs of the home this will include some weekends and bank holidays. (Part time/job share hours available)

The contents of this job description will be reviewed after 3 months, after consultation with the post holder, and amended as necessary.