

**Job Description**

**Job Title:** Receptionist

**Reports to:** Manager

**Job Summary:** To greet visitors both on the telephone and face to face. To maintain a high standard of customer care whilst on reception and to ensure the safety and security of all patients, staff and visitors whilst on duty.

**Key areas:**

1. To complete the opening and locking up of the building and securing of all meeting rooms, doors and windows as required.
2. To assist in the responsibility for the Health and Safety/security of all occupants and staff whilst on duty, including allocating unit keys and personal safety alarms, enforcing the no-smoking policy and ensuring the contraband items are left securely at the reception.
3. To operate the switchboard within the specified working hours, transferring calls to the relevant units, or to relevant staff.
4. To ensure your work station is fully operational each morning.
5. To aid in the procedure of admitting patients, ensuring that ward staff and relevant Mental Health Act Administrator are made aware of their arrival. To greet and receive visitors to the hospital, advising the relevant members of staff of their arrival, and whom they are visiting.
6. To distribute all in-coming post to the relevant ward staff member in a timely manner, signing for all clinical and non-clinical deliveries that has been delivered.
7. To prepare all outgoing post and record this on the post spread sheet.
8. To carry out audits of PIT alarms and unit and locker keys and report results to the Administration Manager.
9. To arrange by agreement with nominated colleagues, cover for switchboard during lunch-breaks and other agreed breaks, so that cover is provided at all times.
10. To ensure that all visitors and staff sign in and out in the fire/signing in book, and are provided with a PIT alarm and complete all relevant paperwork before the visit can be accommodated and help maintain a clear access route for emergency and disabled vehicles.
11. To call the Emergency Services when required and taking relevant books and the fire box to the assembly point should the fire alarm activate, helping to ensure a smooth fire evacuation process.
12. To ensure the reception desk and foyer is always presentable and welcoming, including plant care, so that the first impressions gained by visitors are maintained.
13. To attend all Mandatory & Statutory Training as required.
14. To deliver a proper, detailed written handover to the receptionist on the morning/afternoon/evening duty.
15. To take responsibility for booking hospital pool cars and taxi’s with cooperation from the wards and therapy team, ensuring all
16. 14. To take responsibility for ad hoc duties such as booking taxis, arranging refreshments etc.

**Person Specification – Receptionist**

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| **Essential** | | **Desirable** | **Method of Assessment** | |
| **Training and Qualifications** | \*GCSE or equivalent in English and Maths  \*Computer literacy - good working knowledge of Microsoft packages | \*Customer care training  \*ECDL or equivalent certificates | | Application form  Application form/CV |
| **Experience** | \*Previous reception/  telephone experience  \*Simple record keeping | \*Worked as a receptionist in a healthcare setting  \*Worked in a security related role | | Application form  Interview |
| **Knowledge and Skills** | | \*Good administrative skills  \*Good knowledge of office terminology  \*Maintains accurate records  \*Capable of dealing sensitively and discreetly with confidential issues  \*Excellent interpersonal skills  \*Proven multi-tasking and organisational | Interview  Application form  Interview  Application Form  Interview  Interview | |