



Job Description

Job Title:	Receptionist/Admin Assistant – High Wycombe
Reports to:	HSM /Home Administrator
Accountable to:	Home Manager
Responsible for:	No direct reports

Main Purpose of job

- With day to day responsibility for the delivery of an exceptional telephone and front of house, reception service that is both resident and customer focussed.
- Working as part of the Home's Administration Team, supporting the Home Administrator and Management team as required
- To demonstrate a person-centred approach through behaviours that are both caring and considerate

Key Responsibilities

Reception

- To ensure a professional, customer focussed 'front of house' service at the Home's Reception to all residents, visitors and staff, ensuring the Charity's policies and procedures are followed.
- To ensure the Reception and front of house areas are maintained to a high standard to create a positive first impression of the Home and Charity.
- To respond to all enquiries (telephone, post or email) and visitors to the Home in a polite, friendly and timely manner, demonstrating a willingness to help and go the extra mile.
- To listen carefully and learn information that is necessary for the role about the Charity and Home to ensure correct and detailed information is provided to internal and external callers and visitors to Reception..
- To monitor the whereabouts and wellbeing of residents in the reception and main entrance hallway and promptly report any concerns to the registered nurse of the appropriate floor/wing.
- Maintain the Duty of Care folder kept at Reception which provides details of residents about whom we would have safety concerns if they left the building independently.
- To ensure the security of the main entrance by monitoring and giving access using judgement and discretion to visitors and ensuring they are personally greeted and have signed the visitors' book.
- Signing for deliveries and informing the appropriate person of the delivery.
- To circulate residents' newspapers on a daily basis.
- To be responsible for sorting the Home's post, date stamping and delivering invoices and circulating staff and resident post.
- Assisting with the outgoing post in the afternoon including recorded deliveries.

- Working collaboratively with the weekend Receptionist by sharing / passing on relevant information. .
- To provide support in an emergency situation including dialling 999 if required and directing ambulance staff on arrival.
- To understand and undertake the fire duties required of the role and follow the Home's procedures, managing visitors any visitors in the Reception area.
- To monitor car parking and speak to staff and visitors who are not adhering to the car parking regulations, ensuring any allocated spaces are kept clear and reporting any issues you are unable to resolve to the Home Manager.

Administration

- To provide admin support when required and as directed by the Home Administrator with ad hoc duties such as photocopying, preparing packs, and producing posters, and distributing information for resident or staff meetings.
- To assist with the delivery or chasing of staff paperwork as directed by the Home Administrator and HR Department.
- To assist the Home Manager and HR Department with Assessment Centres and Induction.
- To manage lunch requests and payment and pass this information to the Catering Department in line with our policies.
- To assist the Activities Manager with admin tasks including volunteers references, letters and posters.

General

- To undertake such other duties as may be required and which are consistent with the nature of this post.
- At all times, to promote the interests of The Royal Star & Garter Homes.
- To ensure within the scope of your role that you promote health and safety and comply with the requirements set out in the Home's Health & Safety Policy.
- To actively promote the concept of Equality of Opportunity in all day to day activities.
- To promote and comply with the Home's security procedures.
- The post requires a high degree of confidentiality. Therefore, the job holder will be required to meet these exacting standards at all times, whether in or outside work. Failure to comply with this requirement would be regarded as Gross Misconduct.
- To promote and deliver the highest standards of care, respect and support to residents, colleagues and others.

Person Specification

Essential

- Previous Administration experience
- A genuine interest in working with older people
- A friendly disposition being both approachable and flexible
- Professional and calm at all times
- Excellent written English and verbal communication skills
- Ability to demonstrate IT skills including, Microsoft Outlook, Word, Excel and proven accuracy with data entry
- Good organisational skills and the ability to prioritise tasks
- Able to work as part of a team or alone when necessary and use initiative appropriately within the remit of the role

- High level of accuracy, numeracy and attention to detail
- Customer focussed attitude and approach
- Able to demonstrate an understanding of the needs of older people and an ability to offer comfort and reassurance
- Able to understand the importance of a “person centred” approach
- An awareness of Data Protection and the importance of Confidentiality
- An ability to respond appropriately to challenging situations and difficult calls / visitors, remaining calm and professional

Desirable

- Previous experience of working in a similar setting or working with older people
- Experience of reception work
- IT training/qualification to intermediate level

Areas of Competencies required for this and all roles in the Charity

Being Person Centred

This competency ties in all the competences listed below and is embedded in the ethos of The Royal Star & Garter Homes and the care we provide.

Being Person Centred is where staff focus on people living in the home as individuals; where the work we undertake is something we feel and not something we simply do and where staff have heart and passion when they connect with the people who live with us.

Effective Communication

Ensuring communication with others is clear and effective, both verbally and in writing, and that the style and the language used is appropriate for the situation or audience.

Providing excellent care

Support of the Charity’s strong commitment to nursing older people and providing the highest standards of care to enable residents to enable them to live their lives as fully and independently as possible. It is about recognizing that each person is an individual and adapting one’s own approach accordingly.

Personal qualities - professionalism, resilience and self-awareness

Acting in a professional manner and showing determination, drive and commitment at all times and particularly when faced with challenges and setbacks. It is about being aware of one’s strengths and limitations and actively seeking and making use of opportunities for development.

Leading and getting the best from others

Leads by example and has high expectations of others and what they can achieve; recognises and acknowledges the strengths of people in their team and shares their own knowledge and skills in order to develop them further. Challenges poor practice and performance issues in a timely and constructive manner.

Effective team working

Treating others with respect and working in a collaborative and cooperative manner building positive and effective relationships at all levels.

Organisational skills

Developing a logical approach to work, evaluating situations carefully and thinking ahead to anticipate problems and deal with them effectively.

Our Values

We are a values based organisation and strive to demonstrate our values in all we do:

With love	We carry out our work with love, showing that we genuinely care for residents, guests and staff
Living positively	We are optimistic in everything we do and support residents & guests in leading happy and fulfilled lives
As a family	We work and live as one team, one family, one community
Standing in their shoes	We show admiration and respect for our residents & guests and never forget what they have done
Care with courage	We are not afraid to what what's right and what is needed

The charity reserves the right to update and amend this job description to ensure is accurately reflects the role. This will be agreed in consultation with the job holder and where possible the charity would hope to achieve mutual agreement to any reasonable changes.

Job holders full name:
Job holders signature of acceptance:
Name of manager / HR representative discussed with:
Date: