

**JOB PROFILE**

**POST:** Bank Receptionist

**REF:**

**RESPONSIBLE TO:** Receptionist

**ACCOUNTABLE TO:** Director of Fundraising  
Chief Executive

**JOB SUMMARY**

1. To cover the reception role as required.
2. To receive, welcome and monitor all visitors into the Hospice.
3. To efficiently and effectively operate the telephone switchboard and staff paging system.
4. To oversee and ensure the tidiness of all aspects of the Reception area.

**MAIN DUTIES AND RESPONSIBILITIES**

**Reception**

- 1) To receive and welcome all visitors to the Hospice, in a courteous and friendly manner and to direct them, as appropriate.
- 2) To greet new patients and their relatives into the Hospice, liaising with the admitting nurse and ambulance personnel.
- 3) To provide assistance and give support to distressed relatives and involve the appropriate care staff.
- 4) To oversee the Reception area and ensure it is well presented, kept clean and tidy at all times.
- 5) To manage the Volunteer Assistant Receptionist during their shift, ensuring that they are fully conversant with necessary information.
- 6) To monitor the Reception sales area ensuring it is tidy.
- 7) To monitor displays of literature and ensuring adequate supplies are available. Also keep notice boards up to date and remove out of date materials.

- 8) In the absence of the full time Receptionist, maintain the daily diaries of the Executive Management Team and the diaries of other named staff.
- 10) To operate the telephone switchboard, directing calls to individual departments, or paging the appropriate member of staff.
- 11) To take messages, as required, and ensure that they are communicated to the appropriate department or person immediately.
- 12) Where relatives or friends request information on the condition of a patient, ensure that the telephone call is passed to a Medical Secretary (normal office hours) or the relevant nursing staff member.
- 13) To telephone the emergency services on the activation of the fire alarm, or security system.
- 14) To take money for confectionery items, Hospice goods, meals etc
- 15) Receiving and receipting donations from a variety of sources in collaboration with the Finance Department.
- 16) Responding to Funeral Director visits including paging the Maintenance Supervisor, in the first instance, or Nurse in Charge in their absence, receipting cremation fees, taking delivery of funeral flowers, liaising as necessary with nursing staff and flower arrangers.
- 17) To monitor the Maintenance Workbook, ensuring jobs are signed off.

#### **Other Duties**

- 1) To attend all mandatory training courses.
- 2) To attend any training or development required by the Hospice.
- 3) To read, understand and comply with all Hospice policies and procedures.
- 4) To participate in an annual performance review.
- 5) To positively promote and support the Hospice and service.
- 6) To be aware of personal responsibilities as defined by the Health & Safety at Work Act 1974.
- 7) To maintain strict confidentiality in all matters relating to the Hospice, its business, patients, staff and others.
- 8) To undertake any other reasonable duties or responsibilities as requested by the Line Manager or other Senior Manager.

*This job profile is an outline of responsibilities and will be subject to review and change in consultation with the post holder, in order to meet the changing needs of the Hospice.*

<b>JOB SPECIFICATION</b>
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<b>Skills, Experience and Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Have Reception Experience	✓	
Be able to communicate effectively face to face and by telephone with a broad cross section of people and organisations.	✓	
Be able to cope with, at times, busy periods of reception activity	✓	

**Personal**

Able to work as a team member	✓	
Flexibility	✓	
Excellent health and attendance record	✓	
Good communication skills	✓	
Integrity and discretion	✓	
Trustworthy and honest	✓	
Able to respect confidentiality	✓	
A sense of humour	✓	
Have a strong sympathy with the philosophy and concept of Hospice care.	✓	



## JOB DETAILS

<b>Post:</b>	Bank Receptionist
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<b>Salary Range:</b>	Hospice Salary AfC Band 2 (FTE £14,008 pa) Hourly Rate £7.18 Enhancements are paid for weekend and bank holiday working.
<b>Hours:</b>	As and when required, mainly to cover staff sickness and holidays, often at short notice.
<b>Annual Leave:</b>	You will be entitled to 4 weeks holiday per year pro rata which will be calculated twice yearly and paid in your March and September salaries.
<b>Healthcare Schemes:</b>	There is the option of joining contributory healthcare schemes at advantageous rates. This may be deducted from salary and is available to families of employees.
<b>Uniform:</b>	Not applicable.
<b>Pension:</b>	You will be eligible to join our Group Personal Pension Scheme should you wish to do so.
<b>Sick Pay:</b>	N/A
<b>Period of Notice:</b>	1 month
<b>Probation Period:</b>	6 months
<b>Staff Handbook And Terms &amp; Conditions:</b>	Staff are encouraged to refer to these documents for further information which will be issued on appointment.