

Role Profile

October 2024

Job Title:	Receptionist
Report to:	Hospitality and Operations Manager
Direct Reports:	None
Department / Location:	Operations
Role Purpose:	To provide a warm welcome to all visiting Hammerson House, assist residents with their requests and to undertake an administrative duty as directed. To assist Operation and Hospitality team to with providing high quality service to all visitors, residents and team members

Key Responsibilities and Accountabilities

- To provide a warm welcome all visitors to Hammerson House and direct them as needed
- To assist with the registering process and ensure that all relatives and visitors are registered in the digital reception.
- To provide a switchboard service; answer calls direct calls to appropriate destination or take messages where needed
- To be familiar with Nightingale House fire procedures in order ensure safety and assist as directed
- To be familiar with Nightingale's security and parking procedures.
- To assist with any queries from residents or visitors and to communicate with all departments in order to ensure smooth Home operations.
Communicate with Residents, Relatives and employees using a positive and clear speaking voice, listen to and understand requests, respond with appropriate actions and provide accurate information.
- To resolve problems to the satisfaction of involved parties.
- To assist with deliveries by receiving and delivering as appropriate
- Booking transport and couriers with appropriate recording of bookings
- Reporting faults and breakdowns (TABS) with clearly highlighted urgency
- Responsible for contacting the emergency services when appropriate.
- To undertake general clerical and administrative duties as directed, including undertaking all necessary work in relation to internal and external mailings
- To manage Petty Cash – in and out entries, ensuring that all receipts are provided
- Assist with the Shop sales and communicate any 3rd party sold items
- Assist with Beauty Salon bookings and charges
- To be responsible for the general upkeep and tidiness of the Reception area and the lobby
- To attend all mandatory and elective trainings.
- Maintain a good rapport with all departments and have an appropriate knowledge
of NH residents.
- Being up to date with internal information shared through emails and on Intranet.
- To adhere to all Nightingale Hammerson policies and procedures including those on Health and Safety, Equal Opportunities, Safeguarding, Whistleblowing and Sickness.

- Complete other duties as assigned by the Hospitality and Operations Manager.
- Due to the nature of the care home industry, employees may be required to work varying schedules to reflect the business needs of Nightingale Hammerson Homes.

Standard Responsibilities

Adopt and comply with Nightingale Hammerson's values, policies and procedures, and regulatory frameworks including:

- Code of Conduct
- Health & Safety
- Data Protection, privacy and use of IT resources
- Regulatory standards and probity
- Risks and internal controls framework
- Human Resources policies and procedures
- Equality and diversity

No role profile can cover every issue which may arise within the post at various times. The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described.

Person Specification

Education:

1. Good level of education (Essential)
2. Good written and spoken English (Essential)
3. NVQ level 3 in Administration (Desirable)

Knowledge and Skills required:

1. Ability to effectively communicate and work with / for elderly people (Desirable)
2. Knowledge of basic IT/ Microsoft packages (Essential)
3. Excellent organisational and time management skills. (Essential)
4. A Team player who leads by example, promotes positivity. (Essential)
5. A problem solver, and be able to work on your own initiative with minimum supervision (Essential)
6. Working understanding of Health & Safety processes (Desirable)

Experience Required:

1. Previous experience in similar role (Desirable)
2. Knowledge / Experience of working within Healthcare setting (Desirable)
3. Working understanding of Health & Safety processes (Desirable)

Additional Information

- There may be occasions where the post holder is required to work outside of standard hours.
- The post holder will be required to carry out their work across both homes and attend

- external meetings and to do this occasional travel will be required.
- Enhanced DBS check required

