



# Wigan & Leigh Hospice

## Job Description

**Job Title: Receptionist**

**Reports to: HR Manager**

**Base: Hospice**

**Date: May 2019**

**Job Purpose:**

The post-holder(s) will provide reception duties on a job share basis working with patients, visitors, staff and volunteers.

Objectives	Typical Tasks
Reception	<ol style="list-style-type: none"><li>1. To efficiently respond to all telephone enquiries in a sensitive and professional manner.</li><li>2. To greet all visitors using tact and empathy, making everyone feel welcome and valued.</li><li>3. Oversee the Reception areas.</li><li>4. Advise, guide and support Volunteer Receptionists.</li><li>5. Routine clerical duties e.g. use of till, updating reception guidelines, updating reception handover books and ensuring volunteers working on reception are kept up to date with changes and developments.</li><li>6. Ensure that Volunteer Receptionist cover is available 7 days a week.</li><li>7. Oversee the collection and franking of mail.</li><li>8. Supervise and co-ordinate the collection and delivery service for the Hospice shops.</li><li>9. Liaise with other teams regarding visitors where appropriate such as income generation, reporting any Health &amp; Safety concerns about the working area, etc.</li><li>10. Working closely with job share fully utilising handover period on a Wednesday.</li><li>11. Working closely with HR &amp; Volunteer team and seeking support when required.</li></ol>

<p><b>Volunteers</b></p>	<ol style="list-style-type: none"> <li>1. Ensure reception volunteers feel engaged with the hospice and appreciated for the valuable contribution they make.</li> <li>2. Maintain regular contact with reception volunteers, in person, over the phone, at bi-annual meetings and utilising the handover communications.</li> <li>3. Ensure volunteers are adequately trained on any new systems or technologies introduced and that mandatory training is completed in a timely manner.</li> <li>4. Liaise with the HR and Volunteer Co-ordinators in the recruitment and selection of reception volunteers and when a volunteer wishes to leave the hospice.</li> </ol>
<p><b>Ensure a safe working environment for self &amp; team</b></p>	<ol style="list-style-type: none"> <li>1. To be aware of own obligations under Health &amp; Safety legislation.</li> <li>2. To ensure the hospice system is used to report any incidents that occur in the reception area, including inputting those which volunteer receptionists have completed on a paper form outside standard working hours.</li> </ol>
<p><b>Continuous self-development:</b> ensure knowledge, skills and competence are relevant to the service</p>	<ol style="list-style-type: none"> <li>1. Take responsibility for own professional development, identifying training and development needs to line manager.</li> <li>2. Complete annual mandatory training.</li> <li>3. Attend any relevant specialist training and development activities within the hospice.</li> </ol>
<p><b>Hospice Philosophy:</b> Actively support the vision, philosophies and values of the Hospice.</p>	<ol style="list-style-type: none"> <li>1. Promote the core values of the Hospice i.e. Compassion, Accessibility, Respect, Excellence (CARE).</li> <li>2. Act in a non-discriminatory manner.</li> <li>3. Maintain confidentiality at all times.</li> <li>4. Act as a positive role model to others.</li> <li>5. Act with professionalism, dignity and empathy.</li> <li>6. Undertake any other duties that are in keeping with the values of the Hospice that you have the skill and ability to carry out.</li> </ol>

<b>Person Specification</b>		
	<b>Essential</b>	<b>Desirable</b>
<b>Skills &amp; Experience</b>	<p>Experience of leading a team (employees or volunteers).</p> <p>Clerical experience.</p> <p>Effective communication skills.</p> <p>Basic computer skills including word and outlook.</p>	<p>Experience of working with volunteers.</p> <p>Experience working in a healthcare setting.</p>
<b>Aptitudes &amp; Personal Characteristics</b>	<p>Approachable, motivated and enthusiastic and willing to help and support others.</p> <p>A caring nature with an empathetic and patient telephone manner.</p> <p>Confident and self-reliant.</p> <p>Ability to prioritise tasks and manage own time and workload effectively.</p> <p>Good numeracy and literacy skills.</p> <p>Excellent interpersonal skills and ability to work well within a team.</p> <p>Ability to empathise with bereaved relatives and family.</p> <p>Prepared to undertake any further training and development that may become necessary for the role.</p> <p>Willingness to work flexibly.</p> <p>Awareness of and empathy for the Hospice's work and service provision.</p>	