

## KILBRYDE HOSPICE JOB DESCRIPTION

<b>Job Title</b>	Receptionist, 2 vacancies
<b>Salary/Hrs</b>	£11,375. 25 hrs per week, rotational shifts (9am – 2pm, 2pm – 7pm)
<b>Department</b>	Administration
<b>Reports to</b>	Corporate Services Manager

### PURPOSE OF ROLE

The Receptionist will be the welcoming face of the hospice and act as the first point of contact for patients, visitors and telephone enquiries. The successful candidate should be extremely friendly, have a courteous manner, be approachable and have excellent written and spoken communication skills. You will be responsible for co-ordinating the reception volunteer rota. You will also provide administration duties to various departments as required. At all times you will maintain confidentiality in relation to all information that you are exposed to.

### ENVIRONMENT

Kilbryde Hospice provides specialist palliative care services to the people of South Lanarkshire. It is a specialist resource for those individuals receiving palliative care who have particularly complex needs. The Hospice strives to meet the physical, emotional, social and spiritual needs of patients and carers, offering support in coping with the practical implications of life-limiting illnesses. Staff are required to provide the highest standard of patient-centred care possible, while promoting choice, dignity, self-esteem and an enhanced quality of life. The Hospice is a Company Limited by guarantee, and a registered charity, and is required by separate and differing legislation to meet finance, governance and regulatory requirements.

### KEY ACCOUNTABILITIES

- Answering calls, through the main switchboard, ensuring calls are directed to the relevant department
- Meet and greet visitors, patients and their families directing them to the appropriate location within the Hospice.
- Working alongside the reception volunteers, supporting them in their role.
- Ensuring reception and all meeting rooms are kept clean and tidy and set up for any meetings taking place.
- Managing meeting room calendars, on a day to day basis, keeping them up to date.
- Ensuring stationery stock is up to date, ordering on a weekly basis, for all departments/offices
- Record all special, recorded and pre-paid mail, which is received in the office, on a daily basis.
- Ensuring mail is franked and ready for pick up from Royal Mail.
- Other ad hoc duties, including filing, scanning and general admin duties.

### Essential Criteria

- Excellent communication skills with a confident manner, being polite and friendly at all times

- Ability to deal with visitors and employees face to face and on the telephone and able to take control of situations, remain calm and put people at ease
- Ability to multi-task and prioritise work effectively.
- Ability to maintain confidentiality at all time
- IT skills with knowledge of Outlook, Word, PowerPoint and Excel

### **Desirable Criteria**

- Previous experience in working/volunteering within a health care setting.
- Willingness to provide cover for holidays when appropriate

### **GENERAL RESPONSIBILITIES OF ALL EMPLOYEES**

- Have a good understanding and comply with relevant Kilbryde Hospice Policies and Procedures at all times.
- Kilbryde Hospice is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and work effectively with volunteers.
- All staff are required to comply with the obligation of confidentiality relating to personal information that could identify individuals. GDPR (2018) safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by Kilbryde Hospice to uphold the principles of the legislation.
- All employees of Kilbryde Hospice must be aware of infection prevention and control policies and are expected to follow them at all times. Any breach of infection control policies which places patients, visitors or colleagues at risk may result in disciplinary action.
- The post holder is required to familiarise him/herself with and comply with the Kilbryde Hospice Health & Safety policies.
- The post holder must at all times carry out duties and responsibilities with regard to the Kilbryde Hospice Code of Conduct.
- Kilbryde Hospice operates a strict non-smoking policy in the hospice or Hairmyres hospital grounds.
- The post-holder must at all times carry out his/her responsibilities in line with Kilbryde Hospice Dignity at Work and Equal Opportunities Policy.

### **Review of Job Description**

This job description is an outline of the key duties and responsibilities of the role and is not intended as an exhaustive list. The job description may change over time to reflect the changing needs of the service. The post holder may be required to undertake other duties that could reasonably be considered commensurate with the post. This job description is subject to periodic review and may be changed/updated following consultation.