

JOB DESCRIPTION

Job Title	Reception Manager
Reports To	Exec Support Manager
Location	Brentry (on-site role)
Hours of Work	37.5 hpw - Monday to Friday 07.45- 15.45 (including bank holidays)
Department	Brentry Main Reception
Job Purpose	<p>Supporting the care given to patients, families and carers to promote SPH (first point of contact).</p> <p>To be the face of St Peter's Hospice and effectively manage the reception area, its staff and volunteers and to provide a first-class reception service to the organisation. Ensuring all visitors and telephone calls to the hospice are dealt with to the highest standard.</p> <p>To uphold and embed the St Peter's Hospice Values.</p>
Key Relationships	All visitors, relatives, patients, staff and volunteers.
Key Responsibilities	<p>MAIN DUTIES / RESPONSIBILITIES:</p> <ul style="list-style-type: none"> • To role model best practice by greeting visitors and answering the telephone in a warm & sensitive manner. • To manage and supervise all members of the reception team including bank staff and volunteers. • To hold regular 1-1's and team meetings with the reception team. • To manage the staff receptionist and volunteer rota, ensuring that the reception is appropriately covered at all times. • To train and induct new members of the reception team including bank staff and volunteers. • To facilitate and support reception volunteer training sessions and events. • To manage the administrative and IT processes to ensure reception runs smoothly and efficiently. • To ensure reception team payroll is completed accurately and submitted timely. • To manage the incoming and outgoing postal services and franking machine. • To manage the ID & Visitor passes system, access permissions and control and safe keeping of departmental keys. • To be a part of the Fire incident response team and also ensure daily assignment of Building Fire Wardens. • To manage the reception safety and emergency procedures.

- To support books of remembrance and memory tree visits.
- To oversee the sales of Hospice merchandise, donations and responsible cash handling.
- To oversee stationery supplies for all departments.
- To oversee monthly printer stock take and supplies for all departments.
- To establish & maintain excellent working relationships with all colleagues.
- To provide general admin support to other departments as required.

Equality Statement

St Peter's Hospice expects all staff and volunteers to act in a way that is consistent with organisational procedures and the law relating to equality, diversity and rights and to treat everyone with whom they come into contact equitably, with respect and without discriminating.

They should recognise and appreciate that people, both colleagues and service users, are different and act in ways that are consistent with their needs and preferences. They should ensure that the practices and processes operated in their areas of work are fair and provide equitable treatment for all and they should take effective action to deal with any discrimination or unfair treatment of which they become aware.

St Peter's Hospice Values

Excellence - to strive to be the best we can, listen, learn and innovate

Compassion - to show understanding and care in everything that we do

Respect - to value everyone and embrace the value of our differences

Passion - to be proud of our work and the impact we have

Collaboration - to work as one team - built on shared goals and effective relationships

Health and Safety

Under the provisions of the Health & Safety at Work Act 1974, it is the duty of every employee

i) to take reasonable care of themselves and others at work

ii) to co-operate with the Hospice as far as is necessary to enable them to carry out their legal duty.

iii) Not to intentionally or recklessly interfere with anything provided including personal protective equipment for health and safety or welfare at work.

Rehabilitation of Offenders

The Hospice promotes equality of opportunity for all individuals with the right mix of talent, skills and potential and welcomes applications from a wide range of candidates, including those with criminal records.

We undertake not to discriminate unfairly against anyone who has previous criminal convictions and having a criminal record will not necessarily be a bar to employment with the Hospice.

Scope of Job Description

This job description reflects the immediate requirements and objectives of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

PERSON SPECIFICATION

Note:

Please use the 'Evidenced by' column to indicate where the criteria should be demonstrated
A= Application Form, I = Interview, A/I = Application & Interview. **This column is optional**

Criteria	Essential	Desirable	Evidenced by
Qualifications			
Good standard of education	X		A
Relevant IT, Administration or Management Qualifications		X	A
Knowledge & Experience			
Management/Supervisory experience	X		A/I
Experience of dealing face to face with members of the public	X		A/I
Experience of working with telephone systems	X		A/I
Experience of working as part of a team	X		A/I
Experience of working in a busy environment with competing demands	X		A/I
Experience in a similar role	X		A/I
Experience of working with volunteers		X	A/I
Experience of working in a healthcare environment		X	A/I
Knowledge of data protection and confidentiality		X	A/I
Skills			
Experience of working with Microsoft Office 365 (Word, Excel, Outlook and Teams)	X		A/I
Excellent communication skills – face to face, written and via the telephone	X		A/I
Excellent organisation skills	X		I
Meticulous attention to detail	X		I
Excellent inter-personal and people management skills	X		I
Ability to demonstrate sensitivity and behave appropriately in dealing directly with patients and bereaved families	X		I
Ability to prioritise and multi-task	X		I
Ability to use own initiative	X		I
Ability to cope with a variable workload	X		I
Able to remain calm in stressful situations	X		I
Able to handle enquiries from distressed people	X		I
Experience of SharePoint and OneDrive		X	I
Personal Attributes			
An understanding and empathy for the work of the Hospice	X		I
Hardworking, reliable, punctual and committed	X		I
Confident	X		I
Emotionally resilient	X		I
Good communicator	X		I
Enthusiastic with a positive flexible attitude	X		I
A team player	X		I
Insight into and some understanding of the role of hospices and/or palliative care in general		X	I