

**JOB DESCRIPTION**

Post Title:	<b>Receptionists (Bank or Permanent)</b>
Department:	<b>Estates and Facilities</b>
Hours of Work per week:	<b>37.5</b> (work schedule is over 7 days and include bank holidays)
Rate of Pay	<b>Up to £9.50 per hour with benefits (see below)</b>
Postholder Reports to:	<b>Front of House Manager</b>
<p><b>Purpose of the Job:</b> First impressions are everything! As a Receptionist Concierge, you will take care of the Residents and Relatives from the moment they arrive through to their departure by ensuring they have a memorable experience with us. Superior knowledge of a great Receptionist/Concierge is the expectation of our Residents and Relatives when staying and visiting Nightingale Hammerson. Your ability to anticipate needs and make informed suggestions will ensure they have a truly memorable experience.</p>	
<p><b>Equal Opportunities</b> Nightingale Hammerson is committed to achieving equality of opportunity both in delivering its services and in the employment of people and expects all employees to understand and promote equality of opportunity in their work.</p>	
<p><b>Health and Safety</b> All staff are expected to take responsibility for their own health and safety, in so far as they can themselves, and to exercise reasonable care and caution in the execution of their duties.</p>	
<p><b>Nightingale Hammerson Values</b> We expect all staff to display and uphold our core values which are:</p> <ul style="list-style-type: none"> <li>• Compassion</li> <li>• Respect</li> <li>• Excellence</li> <li>• Dignity</li> <li>• Innovation</li> <li>• Teamwork</li> </ul>	
<p><b>Benefits you get for working with us:</b></p> <ul style="list-style-type: none"> <li>• Paid for DBS check</li> <li>• Generous annual leave allowance</li> <li>• Free uniforms</li> <li>• Referral bonus</li> <li>• Life assurance of three times your annual salary</li> </ul>	

- Workplace pension scheme.
- Free on-site gym (at Nightingale House only)
- Training and career development opportunities
- Cycle to work schemes
- Subsidised staff meals provided in onsite canteen

### **Duties and Responsibilities**

Greet, welcome, respond to requests and while providing exceptional service

Take initiative to add a personalized experience

Proudly promote the House facilities, looking for opportunities to enhance a guest's stay through up-selling

Assist guests regarding House facilities in an informative and helpful way

Consistently offer professional, friendly and engaging service

Assist in booking arrangements, any reservations and other activities during Residents

To staff the switchboard, answer calls, and redirect them to appropriate destinations as necessary and to take messages where appropriate.

To staff the reception desk, answer queries as they arise and redirect enquirers onward as appropriate.

To receive, greet and direct a wide range of people, including residents, relatives, contractors and other visitors.

To be responsible for issuing and receiving beeps (in-house pagers), for using the associated messaging system and to be responsible for reprogramming beeps and returning non-operating beeps for repair.

To be responsible for using the VOIP system.

To be familiar with Nightingale's security and parking procedures in order to liaise with and assist the Security Guard.

To be familiar with Nightingale's fire procedures in order to appropriately implement these.

To be responsible for reporting all telecommunications faults and monitoring exchange lines and extensions to identify that they are all in working order.

To maintain and update a directory of internal telephone extension numbers

and bleeps issued to users.

To liaise with the Portering Department in respect of requests received for portering services.

To liaise with the appropriate Department when deliveries are received at the Reception desk and to check and sign for such deliveries, as appropriate. To direct those deliveries to the correct destinations.

Booking taxis and couriers, as directed with appropriate recording of the required details of such bookings.

Operating and maintaining up-to-date records on a relevant filing system in relation to location of residents.

Liaising with various people in respect of enquiries following any death of a resident.

Assisting with the admission of new residents by liaising with a range of people to ensure that the appropriate arrangements are made.

Reporting faults noticed around the building such as lift breakdowns to the Estates and Facilities team.

To be responsible for contacting the emergency services when appropriate.

To maintain an awareness of monitoring systems located in the vicinity of the reception area and respond to queries about them when requested.

To assist in maintaining and updating the Reception Operating Manual and its associated documents

To undertake general clerical and administrative duties as directed, including undertaking all necessary work in relation to internal and external mailings, incorporating the use of the screening equipment etc.

To be responsible for the general upkeep and tidiness of the Reception area.

Such other duties, within the competence of the postholder, as may be required from time to time.

## PERSON SPECIFICATION

The requirements listed below are considered to either be **essential** to successfully undertake the duties and responsibilities of the post or are considered **desirable**.

Number	Criteria	Essential or Desirable
<b>Qualifications</b>		
1	None Required	-----
<b>Experience</b>		
2	Experience of using a Switchboard.	Essential
3	Experience of undertaking work in a similar role	Essential
4	Experience of undertaking a range of clerical and administrative tasks	Desirable
5	Experience of using Microsoft Office	Essential
<b>Knowledge</b>		
6	Literacy and numeracy skills to undertake general clerical and administrative tasks	Essential
<b>Skills</b>		
7	To respond to residents, staff and other visitors/callers in a warm, approachable, polite, courteous and patient manner	Essential
8	Good telephone manner	Essential
9	To work in a calm manner when under pressure	Essential
10	Ability to work as a member of a small team of staff providing a reception, clerical and administrative service.	Essential
11	To effectively communicate with a wide range of people	Essential
<b>Special Conditions</b>		
12	Willingness to undertake a range of receptionists shifts to cover other members of staff.	Essential

**Nov 2021**