

## Job Description – Receptionist

**Reports to: Registered Manager**

**Job Purpose:**

As a key member of the home administrative team, you will be the first point of contact on the telephone and to all visitors, you will welcome all, promoting the home to potential customers, appropriate authorities and colleagues in a pleasant, caring and professional manner whilst working in line with Autograph Cares values.

**Key Accountabilities:**

- Answering incoming telephone calls in a friendly and professional manner, transfer calls to relevant department. Taking messages if no one is available, ensure that the correct person receives any messages.
- Answer the front door where possible, answer any queries or escalate them to the relevant person.
- Ensure the reception area is always welcoming and appropriately maintained. Keeping the area tidy and clutter free, ensuring confidential records are stored appropriately.
- Review the senior diary and make the relevant calls, recording all actions taken on PCS.
- Run PCS reports for senior staff where monitoring actions are required.
- Manage and monitor COVID-19 staff and visitor guidance including receiving and recording test results and registering staff tests when required, along with proof of vaccination for visitors.
- Book and record visits and update PCS with visitor information.
- Take initial enquiries and add them to the occupancy tracker for management to further view.
- Ensure residents receive their post in a timely manner.
- Ensure fire safety within the home in line with fire warden duties.

**Knowledge and Understanding:**

**SKILLS, QUALITIES and KNOWLEDGE REQUIREMENTS:**

- Knowledge of office management systems and procedures
- Working knowledge of office equipment, ie. printers, photocopy and scanners
- Excellent own time management skills and the ability to set and prioritise work
- Excellent attention to detail with high-level problem-solving skills
- Excellent written and verbal communication skills
- Strong organisational skills with the ability to multi-task
- The ability to remain calm and act in a professional and efficient manner at all times

This job description outlines the main duties and responsibilities of the post; it is not intended to be an exhaustive list.

From time to time the post holder may be asked to carry out additional reasonable tasks as appropriate to the needs of the business. As such this role definition will be subject to revision as required.

Please sign below to acknowledge that you have read and understand the requirements of your job role.

**Name** \_\_\_\_\_

**Signed** \_\_\_\_\_

**Date** \_\_\_\_\_