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| **Category / Department** | Independent Living |
| **Job Title:** | Extra Care Receptionist |
| **Contract Type:** | Fixed Term/Secondment |
| **Number of Posts:**  | 1 |
| **Fixed Term:** | Up to 31 March 2020 |
| **Ref number** | 1673 |
| **Rate of pay** | £11,175 - £11,446  |  |
| **Hours per week** | 22.2 (Mon, Tues & Wed) |
| **Closing date** | 22/11/2020 |

Overview

To provide a world class reception service and first point of contact resolution for all queries from any visitors to Bluebell Park Extra Care Scheme.

To manage the reception area to ensure the area is clean and tidy at all times, and that displays are current and promotional material is visible.

To support the Independent Living Team in general administrative duties as required.

The post will also be required to provide effective mail management and administration support when required***.***

Job Description

* To support Livv Housing group commitment to providing a World Class Customer service by promoting a professional and welcoming experience for all visitors, to the Bluebell park extra care scheme, greeting arrivals and directing visitors to their correct destination.
* To deal with enquiries from residents and members of the public and customers entering the scheme, and to ensure a professional and satisfactory resolution to all enquiries.
* To develop and maintain adequate systems to record and monitor all visitor details in accordance with best practice and the relevant health and safety regulations.
* To accept deliveries on behalf of the scheme, and to ensure that the items being delivered are forwarded on to the correct recipient.
* To co-ordinate incoming and outgoing business post including opening, booking in and effective delivery and collection services.
* To support the Independent Living Team in general administrative duties as required, for example processing stationery requests, maintaining filing systems, inputting customer surveys and room bookings.
* Ensure that our Customers are at the heart of everything we do.
* To read, understand and demonstrate a commitment to the Group’s Employee Charter.
* Adapt a proactive approach to identify and mitigate risks to your business area by informing your line manager and contribute to updating the risk register.
* Expected to ensure compliance with all legal obligations concerning the protection of data concerning employees, customers and third parties.
* To take responsibility for your own health and safety and that of your colleagues in accordance with the Health and Safety at Work Act (1974), whilst following the Group’s Health and Safety policies and procedures at all times.
* To work in a variety of locations including premises not directly under the control of the Group
* Some flexibility over working hours is necessary to meet the requirements of the job.

Key Measures of Success

* Overall satisfaction standards are achieved.
* Agreed Service standards are achieved.

This job description is a representative document. All duties outlined in this document apply to the Group. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and it’s grading.

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|  | Essential | Desirable | Method of Assessment (see list below) |
| Education and Qualifications |
| 4 GCSE’s at Grade C or above (or equivalent experience) | 🗸 |  | AF |
| Experience |
| Experience of working in a professional reception environment and dealing politely and professionally with staff and customers and members of the public | 🗸 |  | AF, I |
| Experience of working in an administration environment, including data input and management of effective systems | 🗸 |  | AF, I |
| Skills, knowledge and ability |
| Experience in using computer packages including Microsoft offices and interrogating and developing IT systems | 🗸 |  | AF, I |
| Excellent communication (oral and written) and interpersonal skills | 🗸 |  | AF, I |
| Personal characteristics |
| Committed to equality and diversity | 🗸 |  | AF, I |
| Able to self-motivate and use initiative and also be a team player | 🗸 |  | AF, I |
| Flexible in approach as may be required to work out of office hours | 🗸 |  |  |
| Confident, helpful and enthusiastic attitude | 🗸 |  | AF, I |
| Other |
| Flexibility over working pattern/ hours where required | 🗸 |  | AF, I |

AF = Application form

I = Interview

T = Testing