



Marie Curie Job Description

Job title:	Receptionist
Department:	Facilities
Location	Marie Curie Hospice, Cardiff & Vale
Reports to:	Administration Supervisor
Accountable to:	Facilities Manager

Job Purpose/Summary

As a member of the Administration Team the post holder will ensure that they provide efficient administrative support through the Hospice.

Key Relationships

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Accountabilities (Duties & Responsibilities)

- To welcome and greet patients, relatives and other visitors to the Hospice in a prompt and courteous manner ensuring that the visitor/staff books are completed correctly.
- To answer telephone calls in a prompt and courteous manner, redirecting all visitors/telephone calls to the appropriate person quickly and efficiently.
- To take messages for staff when no other personnel within that department are available, ensuring that the message is passed on at the earliest possible opportunity.
- To assist and as appropriate supervise the induction, training and support of new volunteers for Reception.
- To maintain internal security system by issuing ID badges/access control cards to official staff and visitors as appropriate.
- To ensure that all deliveries made to reception are re-routed via porters immediately upon receipt.
- To ensure that the reception area is kept tidy throughout the day and retains a business-like yet friendly look.
- To liaise with staff to make appropriate transport arrangements where necessary (i.e. taxis), in sufficient time for Hospice personnel/visitors.
- To record the receipt and distribution of patients' medical records held on the computer system.
- To assist in weekly checks of the Hospice fire alarm tests.
- To update on a monthly basis the telephone directory / staff signing in sheets
- Organisation and monitoring of receipt, sorting and distribution of mail.
- To develop and maintain systems to ensure efficient management of information held in both computer and manual filing systems.

- To prepare all correspondence and reports required by appropriate Hospice Personnel using word processing, spreadsheet and graphics packages as appropriate within specified deadlines.
- Exercise the highest level of confidentiality at all times.
- To ensure that Marie Curie standards are attained and all policies and procedures are carried out.
- Other ad-hoc duties as requested by the Administration Services Manager.

Communication

- Communicating by redirecting all visitors/telephone calls to the appropriate member of staff.
- To take and pass – on messages for Hospice staff.

Education and Training

- To maintain personal development including the identification of training needs.
- To undertake any training that is required to perform the role of Receptionist.
- To attend all mandatory training annually.

General

In addition to the specific duties and responsibilities outlined in this job description, all Marie Curie employees should be aware of their specific responsibilities towards the following:

- Marie Curie is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role whilst working at Marie Curie.
- Marie Curie operates a no-smoking policy. The post holder should either be a non-smoker or be prepared not to smoke in **any** Charity premises, grounds or vehicles or when on Marie Curie business outside the office.
- Adhere to all health and safety and fire regulations and to co-operate with the Charity in maintaining good standards of health and safety.
- Adhere to all information governance, privacy and security policies, standards, guidelines and procedures; practise and promote secure behaviours.
- Adhere to all Marie Curie policies and procedures at all times
- Actively promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering to Marie Curie policies on safeguarding
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity.
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.
- For designated roles, the post holder will be responsible for health & safety, information governance, business continuity planning and/or risk management. (These responsibilities will be notified on appointment).

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.



Marie Curie Person Specification

Job title: Receptionist

Criteria	Essential	Desirable	How assessed
Skills / Abilities	<ul style="list-style-type: none"> - Good interpersonal skills with the ability to liaise with people at all levels - Comprehensive knowledge of Microsoft Office – word processing, spreadsheets, database – ability to use Word and Excel - Ability to achieve accurate and fast returns of work - Demonstration of excellent organisational skills with the ability to communicate well at all levels - Ability to work on own initiative and be able to prioritise work to ensure tight deadlines are met on a daily basis 	<ul style="list-style-type: none"> -Ability to communicate in Welsh Language 	Application form / Interview
Knowledge	<ul style="list-style-type: none"> - Knowledge of Healthcare environment 	<ul style="list-style-type: none"> - Knowledge of the voluntary Sector 	Interview
Qualifications, training and education	<ul style="list-style-type: none"> - O level or GCSE in English and Maths 	<ul style="list-style-type: none"> - European Computer Driving Licence 	Application form / Interview
Experience	<ul style="list-style-type: none"> - Significant experience as a Receptionist 		Application form/interview
Other requirements	<ul style="list-style-type: none"> - Motivation/enthusiasm - Flexible/dynamic 		

Where appropriate, reasonable adjustments to these criteria will be considered to accommodate personal circumstances such as disabilities.



Marie Curie Terms & Conditions

Job title	Receptionist
Salary scale	MCJES Grade B
Annual leave entitlement	33 days (including 8 bank holidays)
Notice period	One Month (after first six months service)
Working hours	14 hours per week
Disclosure Check	Basic (This is required due to accessing medical and sensitive patient details)

Other benefits

- Continued access to NHS Pension Scheme (subject to eligibility)
- Marie Curie Group Personal Pension Scheme
- Season ticket loan
- Loan schemes for bikes; computers and satellite navigation systems