

The Chiswick Nursing Centre

JOB DESCRIPTION

JOB TITLE:	Receptionist
ACCOUNTABLE TO:	Centre Director
REPORTS TO:	Office Manager
LOCATION:	The Chiswick Nursing Centre
JOB PROFILE:	To receive and welcome all visitors to the Centre in a friendly and professional manner. To answer all telephone calls and enquiries courteously and efficiently and to undertake secretarial and administrative duties as required.

MINIMUM QUALIFICATIONS/EXPERIENCE:

Good interpersonal skills. Computer literacy and familiarity with Windows, Word, Excel and Microsoft Outlook is preferred. Reception/telephone and office experience desirable.

RESPONSIBILITIES & DUTIES:

1. To provide a comprehensive typing/word processing service as required.
2. To undertake general clerical duties including filing, photocopying and record keeping.
3. To receive and distribute mail in accordance with the Centre's guidelines and the Company's Quality Procedure.
4. To ensure, at the end of each working day, all external mail is posted using the correct postage charge.
5. To receive all visitors to the centre courteously and ensure that the person whom they wish to see is informed. To ensure they are offered refreshments where appropriate.
6. To answer and relay telephone calls in a helpful and friendly manner.
7. To receive enquiries, both by telephone and in person efficiently and courteously relaying all information to the Centre Director.
8. To assist in the ordering and issue of stationery, postage stamps and general supplies.
9. To maintain confidentiality at all times.
10. To report promptly all complaints, however minor, to the Centre Director.
11. To cover colleagues' duties in times of sickness and holidays.
12. To participate in training programmes which may be required either by Law or Company Standards.

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13. To abide by the Company's Quality Procedures and Policies report/record all non conformances in the correct manner.
14. To comply with the regulations in respect of Health and Safety at Work, COSHH, environmental health, fire procedures, etc and abide by the Company's Health & Safety policy.
15. To participate in marketing activities and functions as requested.
16. To promote, at all times, the good name of the Centre and the Company.
17. To co-operate and maintain good working relationships with all staff.
18. To undertake any other duties as may be reasonably requested in order to maintain the smooth running of the Centre.
19. To ensure that the residents' lifestyle is maintained in accordance with The Chiswick Nursing Centre Philosophy of Care and Residents Charter.
20. Actively protect service users from any form of abuse, harm or neglect and report any concerns regarding possible abuse of service users immediately to the person in charge.
21. To ensure that The Chiswick Nursing Centre Code of Conduct is maintained at all times.

This job description may be reviewed and changed from time to time according to the needs of the Company and residents

This job description is in line with the current regulatory requirements of the Care Quality Commission, statutory legal requirements and the National Capability Framework for Adult Safeguarding and the policies and procedures of Ganymede Care Ltd.

Signed _____

Date _____