

Job Title: Receptionist/Administrator

Responsible to: Deputy Manager – non care

1/ You will be responsible for: providing reception cover, as well as supporting with administration duties.

2/In particular, your duties will include:

- Greet and direct visitors in line with protocol
- Receive/transfer telephone calls in a professional manner
- Oversee the efficient distribution of incoming and outgoing mail
- Maintain filing systems
- Support with all administration tasks
- Respond appropriately to written and verbal correspondence
- Monitor/order stationary and other items as directed
- Ensure the reception area is clean, tidy and welcoming at all times

3/ in order to achieve these outcomes, you must:

- Ensure accuracy at all times with close attention to detail
- Have excellent IT skills
- Be highly organised with the ability to prioritise work while ensuring that deadlines are met
- Have excellent communication skills both written and verbal
- Be compassionate and caring and willing to undertake all tasks as requested

4/ Every employee of St Cuthbert's Care must, at all times:

- Treat people with dignity and respect
- Follow instruction and adhere to the charity's policies and procedures
- Maintain confidentiality and observe data protection requirements in accordance with legislation and charity policy
- Work flexibly to meet the needs of the service
- Be professional, friendly and work with a positive attitude
- Attend staff meetings and training as and when required
- Respect and work within St Cuthbert's Care's Christian ethos

This job description is not exhaustive and some variations may be necessary.