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| Job Title | Receptionist/Administrator |
| Department | Salisbury |
| Reports to | Office Manager/Executive PA |
| Direct reports | |
| <p>Purpose of the Job:</p> <p>To support the Administration Team in ensuring non-clinical, administrative responsibilities are fulfilled properly, accurately and within agreed timescales.</p> <p>To act as front of house for Glenside, Salisbury.</p> | |
| <p>Main Responsibilities:</p> <ul style="list-style-type: none"> • To act as Receptionist/Administrative Assistant and deal with callers/visitors to Glenside in a polite and courteous manner and to ensure that the reception area is kept clean and tidy on a daily basis or as and when required. • To work closely with the Administrative Team by undertaking various duties to ensure smooth running of Glenside Salisbury. • Maintain accurate filing systems in respect of service user records. To assist with archiving documents at regular intervals and to maintain accurate archival records. • To maintain an efficient photocopying service for Salisbury units/departments. • To accept deliveries and ensure they are distributed as soon as operationally viable • To maintain fax and distribute incoming fax messages. • To organise and book company vehicles requested by units/departments/individuals when necessary. • To update databases as and when required to ensure accurate information is stored. • To carry out duties in respect of personnel and residents or other filing/packs/folders as required at regular intervals. • To comply with Glenside policies and procedures. • To report any defects, damage, theft, breakages or hazards. • To carry out other duties as will, from time to time, be directed. • To respect the confidentiality and individuality of service users. • To attend mandatory training sessions as required. | |

Person Specification
Receptionist/Administrator

| Experience, Knowledge and Skills | Essential | Desirable | How assessed |
|--|-----------|-----------|---|
| Good organisational skills | X | | Application form Interview References |
| Experience of office procedures | X | | Application form Interview References |
| Computer literate and competent in Microsoft Word and Excel and some knowledge of other packages such as PowerPoint etc. | X | | Application form Interview References |
| Excellent written and oral communication | X | | Application form Interview References |
| Ability to prioritise a busy workload and to work on own initiative | X | | Application form Interview References |
| Front of house experience | | X | Application form Interview References |
| Experience of working in a health-care setting | | X | Application form Interview References |
| Experience of working within a multi-disciplinary team | | X | Application form Interview References |

Competencies

| Effective Communication | |
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| <p>Key Indicators</p> <ul style="list-style-type: none"> Covers communication through written, electronic or visual means and oral communication, in both informal and formal situations. Ability to convey basic factual information clearly and accurately; conveying information in the most appropriate format; and explaining complex or detailed special communication. | <p>Behaviour</p> <ul style="list-style-type: none"> Information is well structured, clear and concise. Methods are chosen and tailored to aid understanding and meet the needs of the audience. |
| Customer Focus | |
| <ul style="list-style-type: none"> Maintains focus on customer's key demands. Looks for ways to add value to client group by improving his/her own processes. | |
| Personal Attributes | |
| <p>Key Indicator</p> <ul style="list-style-type: none"> Energetically supports the Organisational vision and strategy. Takes personal responsibility to grow and change. Exhibits highest day-to-day standards. | <p>Behaviour</p> <ul style="list-style-type: none"> Shows commitment and demonstrates initiative. Takes personal accountability to meet work demands to the highest standards. Continuously learns by proactively seeking performance feedback and identifies approaches to improve own. Demonstrates a high level of business ethics and consistently adheres to and promotes key values and principles in all business and personal transactions. |