

ST ANDREW'S HOSPICE

JOB DESCRIPTION

Job Title : Receptionist
Department : Executive Administration
Reports to / Line Manager : Executive Assistant
Pay Range : 1

The Role

St Andrews Hospice Reception is a bustling environment, providing support and direction to all visitors and callers to the Hospice. Reception and its volunteer staff give the first and lasting impression for all visitors to St Andrew's Hospice, and we expect that all whom come into contact with us feel they have been dealt with kindly, efficiently, compassionately and appropriately. Reception supports all areas and functions within the Hospice, and you will be key in providing this support. The role will be flexible to cover all Reception shifts, as business needs dictate.

Purpose of Job

To be responsible for ensuring that a comprehensive, confidential, effective and efficient Reception service is provided while providing good effective customer service to patients and their families, staff and volunteers and all visitors to the Hospice.

Support all Reception functions and work with Volunteer Receptionists who are an integral part of the delivery of the service.

At all times, maintain the aims and philosophy of Hospice care ensuring the services provided by Reception underpin the Hospice principles.

To raise any queries or concerns to the Executive Assistant as required on Reception activities, to ensure all aspects of the function run smoothly and effectively.

Maintain confidentiality at all times.

Main responsibilities

To provide support to enable the delivery of an efficient and effective Reception service, opening and closing the service as required.

To ensure Reception cover is maintained during all opening times and maintain the volunteer Receptionist rotas.

To advise on room availability, and book rooms in conjunction with the Executive Assistant.

To ensure that the Reception area is kept professional, clean and tidy at all times, ensuring it is safe and accessible for all visitors. Maintain all materials within the area, so they are current and relevant.

Maintain the Reception Manual and processes, ensuring all activities of the Reception function are completed in a timely and accurate manner in accordance with these processes and procedures and ensure that all Reception paperwork is completed accurately.

Maintaining the franking machine and ensuring there is a postal stationery supply and any changes to the postal service are shared.

Receptionist – May 2026

To meet and greet visitors to the Hospice and ensure that they are welcomed and dealt with as required by the units, departments or Hospice service in a timely manner.

Ensure that visitor sign in processes are followed and all issued badges and lanyards accounted for at the end of each day, ensuring follow up with relevant departments to return these.

To maintain the Reception records and the 'Messages and Issues Log' and ensure that any issues raised are reported and dealt with in a professional, timely and in the appropriate manner.

Effective message taking and distribution of these in a timely manner using Teams, email, phone or in person if necessary.

To be responsible for upholding a professional standard of service delivery through guiding and supporting colleagues and volunteers.

As a role model for the service, you will be responsible for demonstrating the requirements of the service and provide on-going training and support for volunteers, and yourself, as required.

Ensuring a uniformed administration approach within Reception and wider hospice functions, that presents a professional corporate image.

To ensure confidentiality is maintained in all communications and that documents and other sensitive information are secure at all times.

An understanding of the structure and operation of the Hospice to enable signposting to the appropriate personnel.

To undertake a range of administration duties in relation to the Reception function including but not limited to, visitor processes, issue and logging of vehicle keys issued to staff, logging of comments and thank you cards, postal and collection services, logging of all keys issued, issue and logging of pass cards to staff and contractors, recording visitor access.

Monitor and action Reception phone calls, emails and Teams messages.

Other Reception duties not highlighted above and may include support for other departments.

Management of People

Direct:

Volunteers within the Reception Team in conjunction with the Executive Assistant.

Indirect:

Nil although a good working relationship and support for the Reception volunteers.

Contacts & Relationships

Regular communication with the Executive Assistant to facilitate effective service delivery and to ensure optimum service levels are maintained.

To continually improve systems of communication within the Hospice, by means of personal, verbal and written communications.

Use of all available computer programmes, functions, packages to ensure a consistent approach to the Reception function and wider hospice.

Resources

No budgetary control/responsibility

Person Specification

Qualifications/Experience

Essential

Proven experience in a customer facing role
The ability and experience to manage difficult situations
GCSE Grade C or equivalent in Maths and English Language
Working knowledge of computers including Outlook, Word, Excel and Teams
Flexibility to work early, evening and weekends to meet the needs of the Reception function
Confident in communicating with people via a range of mediums

Desirable

Level 2 NVQ in Customer Service or equivalent experience
Previous experience in a medical environment

Knowledge/Skills

Essential

The ability to work in a calm and efficient manner
Excellent interpersonal skills
Ability to prioritise conflicting demands
To act on own initiative within the realms of the Reception procedures
Ability to communicate confidently at all levels
Ability to maintain courteous and appropriate relationships with staff, patients and visitors to the Hospice
Ability to maintain and develop good working relationships with the volunteer Reception team
Working knowledge of Microsoft Office including Outlook, Word, Excel, Teams
Personal grief/loss resolved sufficiently to perform and cope in an environment that has potential exposure to bereavement concerns
Willingness to improve own skills and learn new systems to support the role
To work flexibly to ensure Reception remains staffed during all open hours

Desirable

Working knowledge of SystmOne patient database
Confident in the use of a telephone system
An understanding of the Health and Safety applicable to public areas

Quality

To consistently demonstrate a dedicated approach to the quality of services in a constructive and efficient way.

Must be receptive to change and be able to work as an agent of change.

General

To maintain confidentiality at all times.

Policies and Procedures – The post holder must carry out his/her duties with full regard to all relevant Policies and Procedures. The post holder will remain responsible and accountable to any professional body and professional code of conduct appropriate to the role.

Other Duties – The duties and responsibilities in this job description are not restrictive and the post holder may be required to undertake any other duties, which may be required from time to time. Any such duties should not however substantially change the general character of the post.

Contribution and Development Review – The post holder should proactively assess his/her own development needs and seek out development opportunities, which will enable enhanced contribution to meet the objectives of the Hospice Business Plan, always following the 'Staff Development and Contribution' process.

Equality and Diversity – The post holder must carry out his/her duties with full regard to the Hospice’s Equality and Diversity Policy.

Health and Safety – The post holder must carry out his/her duties with full regard to the Hospice’s Health and Safety Procedures.

The managerial and clinical philosophy of the Hospice is based upon a multi-disciplinary approach. Staff regardless of grade or discipline are required to participate in this concept. The role of volunteers is integral with the work of St Andrew’s and paid staff are required to underpin this in their attitude and actions.

All staff must be sympathetic to and able to project the philosophy and concept of hospice care

The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.

St Andrew’s Hospice is very much a community and all members of staff are encouraged to support the various social and fundraising events which are part of its day to day life.

An extract from the summary of the Health & Safety at Work Act 1979 stated:-

“Employees at Work: It is the duty of every employee while at work to carry out their work in a manner which is safe and free from risk to the health of himself/herself and other persons who may be affected by his/her acts or omissions. It is an employee’s duty to assist and co-operate with his/her employer in complying with any relevant statutory regulations imposed on his/her employer”.

This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) “Manager” and the post holder. A job description review automatically takes place as part of the Contribution and Development Process.

<u>Signature</u>	<u>Date</u>
Prepared by Lisa Rutherford	07.05.2026
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Received by.....
Name (Print).....