

JOB DESCRIPTION

'Happy to talk about Flexible Working'

Job Title:	Visitor Experience Team Member
Department:	People Team
Hospice Band:	HCP Corporate Band H
Reports to:	Team Leader Reception
Responsible for:	N/A
DBS Required	Standard

Job Purpose

The Visitor Experience Team are critical in creating a warm friendly experience for anyone who walks through our doors or connects with us over the phone. This Team makes the difference to our Hospice being able to deliver a great experience from the first interaction to the last and is the job for someone who loves interacting with and helping people.

The Team is required to link with everyone in the company, as calls, visitors and messages come through. It is a job that needs good interpersonal skills; flexibility and a strong customer focus. This post is for ensuring that everyone who makes contact with us has a kind, personal, efficient and friendly welcome.

Your role will require you to deliver a first-class experience as every 'moment matters' in the work that we do.

Main Duties and Responsibilities

Reception Main Duties

- Ensure people who are visiting and those who are recently bereaved are cared for, looked after and are assisted during their time in our Hospice
- Providing a friendly, welcoming and efficient service to all people, in line with our vision and values
- In conjunction with IT and the People Team maintain an accurate directory of contacts for all departments/people
- Work as part of a team to provide a personal front of house service 8am-8pm seven days a week
- Undertake a variety of general administrative duties that support our people, patient and visitor processes
- Ensure that people calling on the phone or in person have a timely service and know that we will deal effectively with all enquiries.
- Use time well, to build and maintain positive relationships internally and externally with a diverse range of people, professionally and the public
- Develop and maintain in-depth knowledge of the work of the hospice
- Be sensitive to the different needs that callers, matching our response to their needs

- To build rapport quickly and effectively on the telephone, in person and via email
- To be confident and competent in listening and responding appropriately to distressing, emotive information which people who come to us may need to share and experience being understood by us
- To always understand and maintain confidentiality in all aspects of the job
- Arrange transport (ambulances, cars or taxis) as directed by any of the charity managers
- Answer telephone calls promptly taking accurate messages, give accurate information and ensure that messages get to the recipient in a timely manner.

Other Duties

- To be flexible, able and willing to cover across the rota during times of absence
- Ensure the continued dignity of patients.
- To work collaboratively with other teams to provide the best service and reflect the values of the hospice

General Duties

Confidentiality

- All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it.
- All employees are bound by the requirements of the General Data Protection Regulations when, in the course of their employment, they deal with information records relating to individuals

Equality and Diversity

- The Hospice is committed to promoting an environment that values diversity. All staff are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. The Hospice expects all staff to behave in a way that recognises and respects diversity in line with the appropriate standards.

Health and Safety

- All employees have a responsibility under the terms of the Health and Safety at Work Act 1974 to protect and promote their own health and that of others in the workplace
- All employees must comply with all Hospice Health and Safety Procedures Infection Control
- The prevention and control of infection is the responsibility of everyone who is employed by the Hospice. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

Information Governance



- All employees are responsible for ensuring they undertake any training relating to information governance, read the Hospice's policies, procedures and guidance documents relating to information governance, and understanding how this affects them in their role.

Professional Development

- All employees must participate in an annual appraisal and develop a personal development plan with their Line Manager
- All employees are responsible for maintaining their statutory and mandatory training.

Safeguarding Children, Young People and Vulnerable Adults

- The Hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees and volunteers are expected to behave in such a way that supports this commitment
- In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the Hospice. Prior to undertaking any duties, the member of staff will have full training and induction. We won't ask any member of staff to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

The job description is not exhaustive and may be amended following appropriate consultation in the light of business needs

PERSON SPECIFICATION

Job Title:	Reception Assistant
Department:	People Team
Hospice Band:	HCP Corporate Band H

Requirements	Essential	Desirable	How identified
Education and Qualifications	<ul style="list-style-type: none"> Demonstrable experience within a front facing customer service role 	<ul style="list-style-type: none"> Experience within the care sector would be advantageous but not essential 	A, I
Knowledge and Experience	<ul style="list-style-type: none"> Good listening skills Attention to detail Experience of customer service and what good customer care should be Able to be flexible often at short notice to do “the right thing at the right time in the right way” to meet the needs of the public and the people who come to us for help Basic range of experience in core Microsoft Office packages Proven experience of working with the public in a professional or voluntary capacity Ability to build effective relationships 	<ul style="list-style-type: none"> Ability to speak more than one language, either English or another as a primary language Experience of handling cash and following procedures strictly 	I A, I A, I A, I A, I I



Personal skills and attributes	<ul style="list-style-type: none"> Ability to communicate across diverse groups and communities and evidence equality of opportunity in approach 		I
	<ul style="list-style-type: none"> Highly motivated and customer focused 		I
	<ul style="list-style-type: none"> Resilient, enthusiastic and motivated 		I
	<ul style="list-style-type: none"> Committed to providing accurate and timely information to a high standard 		I
	<ul style="list-style-type: none"> Solution focused – consider customer first 		A, I

A= Application form

I=Interview

T=Test

C=Certificate

