

Job Description - Receptionist

Location	'Hub' Cancer Support Yorkshire, Daisy House Farm, 44 Smith Lane, Bradford BD9 6DA.
Post	Receptionist
Salary	Scale 2 £17,345 - £17,565 + Pension 6%
Hours	FT – 37 hours per week
Annual Leave	27 days plus Statutory Bank Holidays
Accountable to	Services Support Manager
Responsible for	N/A
Main Duties and Responsibilities	
1.	Greeting visitors who arrive at the centre, making them feel welcome and being their first 'port of call'.
2.	Answering the telephone, as first 'port of call'.
3.	Providing information on the services and support available to clients.
4.	Taking referrals from clients either in person or by telephone.
5.	Booking transport for clients for hospital and centre appointments.
6.	Hub housekeeping, including ensuring the area is tidy and welcoming at all times, providing refreshments for clients, classes/groups and meetings.
7.	Opening and locking the front door.
8.	Collating information packs and collection boxes in the hub and other promotional materials as required.
9.	Any other tasks that may be reasonably asked of you by your manager.
Requirements of the Post	
1.	Maintain confidentiality at all times.
2.	Undertake any training and development required by Cancer Support Yorkshire.
3.	Maintain a working knowledge of all Cancer Support Yorkshires' policies and procedures.
4.	Participate in the annual performance review programme.
5.	Ensure that all duties are carried out in line with appropriate Health and Safety legislation, guidance and procedures at all times.
6.	A commitment to the mission and vision of Cancer Support Yorkshire.
7.	Commitment to and compliance with the Equality Act 2010.
8.	To work within Cancer Support Yorkshires' policies and procedures at all times.
9.	Eligibility to work in the UK.
10.	Complete an enhanced DBS check.

Person Specification – Receptionist

	Essential	Desirable	Identified by Application Form. Interview. Exercise.
Skills & Attributes			
A positive and proactive attitude.	X		AF & I
Hard working and a team player.	X		AF & I
Greeting all visitors to the Centre, creating an inviting, supportive and friendly environment.	X		AF & I
Excellent interpersonal and communication skills (Both verbal and written) with a flair for and experience for customer service in what can be a demanding and emotionally charged situations.	X		AF & I
Ability to answer telephone calls promptly, and politely.	X		AF & I
Ensuring that the reception area is stocked with all information required at all times.	X		AF & I
Ensuring that the 'Hub' is clean, tidy and well organised.	X		AF & I
Assisting with organisational and external information.	X		AF & I
A knowledge of and commitment to working within a confidential environment in line with Data Protection and GDPR Regulations.	X		AF & I
Good IT and organisational skills.	X		E
Experience of working in a partial or complete paperless environment.		X	AF & I
A methodical approach to working practices.	X		AF & I
An ability to prioritise in a busy setting and able to work on own initiative.	X		AF & I
An eye for detail and accuracy.	X		E
Ability to communicate at all levels, including clients, staff, managers, volunteers and Trustees.	X		AF & I
Knowledge			
An excellent knowledge of customer care.	X		AF & I
A good understanding of IT and office systems, including paper and computer files.	X		ALL
A good understanding and knowledge of business administration and organisation.	X		ALL
An understanding of the issues around living well with cancer.	X		AF & I
Knowledge of Data retention, The Data Protection Act 1998 and the General Data Protection Regulations 2018 and the Equality Act 2010.	X		AF & I

	Essential	Desirable	Identified by Application Form. Interview. Exercise.
Qualifications			
GCSE / Level 2 English or equivalent.	X		AF
Qualification in Customer Service at level 2 or above.		X	AF
Qualification in Administration at level 2.		X	AF
Able to speak other languages pertinent to the demographics of Bradford and the surrounding area.		X	AF
Experience			
Working with staff as part of a team.	X		AF & I
Experience of communicating with individuals at all levels of an organisation, including clients, volunteers, staff and Trustees.	X		AF & I
Providing customer service, information, administrative services in a busy and challenging environment.	X		AF & I
Use of computer databases.	X		AF & I
Working in or knowledge of charitable organisations.	X		AF & I