

JOB DESCRIPTION

Job Title:	Reception & Customer Service Officer
Full Time Salary (37.5hrs):	£26240 with every other weekend working
Responsible to:	Customer Service Manager

Main Purpose of the Role

- To provide a professional and welcoming reception service to the resident, relatives, health professional and visitors to all services within Brook Meadows House.
- To deliver an efficient and effective administration and reception function at Brook Meadows House
- To provide support to management in Brook Meadows House whilst complying with Data Protection and organisational policies and processes.

Responsibilities of the Role

- Ensure that all visitors to Brook Meadows House are greeted in a professional and welcoming manner, offering a high standard of customer service.
- Ensure the reception area is kept clean and tidy, ensuring a safe, and professional environment
- Assist with the in-house café, where required, to improve visitor experience
- Assist with private residential and homecare enquiries, and visits to the home by prospective residents or their families.
- Ensure the CRM Database for all private enquiries is kept updated and provide support with responding to enquiries when required
- Ensure that telephone and emails enquiries are dealt with in a professional and timely manner and the necessary information is taken and passed onto the relevant person
- To ensure post is received, opened and passed on for action in accordance with departmental procedures and information is circulated. Ensure external post is sent out appropriately
- Maintain and organise residents' files and archiving using Nourish and SharePoint
- Providing administrative support to the Management team as required.
- Monitoring staffing levels, opening bank shifts, ensuring correct ratio of staff using Planday and escalate to registered manager when staffing is below required level.
- Manage and process agency staff invoices, ensuring they match shifts worked
- Use planday to complete the required payroll documentation to process additional duties, expenses, and unpaid leave for all employees within the care home
- To manage Petty Cash and residents' finances in accordance with Southend Care Ltd Financial Regulations and procedures



- To be familiar with Health and Safety procedures and good practice, and promote them in the workplace
- To support with social media posts and marketing initiatives as required
- To obtain feedback from residents and visitors on their visit/stay at the care home in order to maintain a high score on carehome.co.uk and other review sites.
- Scanning and storing relevant documents, and manage all digitally store documentation in line with GDPR
- To be familiar with comments, compliments and complaints Policy and Procedure and good practice relating to this, and to implement this in all aspects of working practice and promote it in the team and workplace.
- Contribute to the overall aim and vision of Southend Care Ltd, and work in accordance with the company's values and behaviours

Resources:

- Responsible for petty cash and resident finances reconciliation.

Work Environment

- Primarily Brook Meadows House
- At times may be required to work in any service within Southend Care Services when services are in an emergency or as directed by the Service Manager

Standard Phrases

- To practice within a legal framework encompassing statutory, organisational policy and guidelines
- Ensure a work environment that protects peoples' health & safety and that promotes welfare and which is in accordance with the Company Health & Safety policy.
- To be familiar with Equal Opportunities Good Practice and with the Company requirements for Diversity and to implement this in all aspects of working practice and promote it in the team and workplace.
- This role requires a DBS from the Disclosure and Barring Service
- To maintain confidentiality of information in line with the requirements of GDPR
- You may be required to undertake other relevant and appropriate duties as reasonably required.

Person Specification

Attributes	Activity	Essential or Desirable	How evidenced
Qualifications or membership to a Registered Body	<ul style="list-style-type: none"> Literacy and numeracy equivalent to at least GCSE Grade C English and Maths 	E	A
Knowledge, Experience Skills and Abilities	<ul style="list-style-type: none"> Strong organisational skills Attention to detail Proficiency in using Microsoft office Experience of working in a receptionist role within a similar, busy environment Strong communication skills both written and verbal Excellent interpersonal skills Good customer care skills Experience of marketing Excellent ICT skills 	E E E E E E E D E	A & I
Values <i>(Demonstrates the Company's Values and Behaviour i.e. the how)</i>	<p>We are Caring always providing person centred care and support we would want for ourselves & loved ones.</p> <p>We are Passionate- about care & having pride in being part of SCL</p> <p>We are Diverse – inclusive, recognising diversity through celebrating differences</p> <p>We are Empowering – enabling everyone to fulfil their potential, taking ownership & being accountable</p> <p>We are Innovative – able to take on new challenges & seek solutions with a balanced care & commercial mind set</p>	E E E E	