

Receptionist Administrator



Working with us is awesome!

We see first-hand the importance of focusing on the life in our days not the days in our life. As such we recognise that to be happy in life you need to feel supported, content, motivated, passionate and have fun in the work you do. So with that in mind, we have flexible working arrangements to support the other things going on in your life. You will have a minimum of 35 days leave, including bank holidays, and an additional day off for your birthday (all leave is pro rata for part time staff). We have a broad range of special leave support ranging from adoption to pawternity leave, (no that's not a spelling mistake; you have leave when getting a new pet!). We pride ourselves on our fair and transparent pay. In addition, we provide a contributory pension scheme as well as enhanced sick pay. Your wellbeing is essential. We provide an extensive wellbeing programme which includes a free employee assistance programme and a health cash plan. Your opinion also matters so we regularly ask for your input and feedback on how we can improve and on key organisational initiatives. We are here for the whole community and we value the diversity everyone brings to our team. We want you to grow, so we will support you with your learning and development throughout your career with us. As a charity, we are all about pre-loved and sustainable retail and, at all our sites, we care about the impact we are having on our environment. The key thing though on why working with us is awesome is simple: you will make a difference to peoples' lives. You will enable care and support to be given to people when they are feeling at their most scared and vulnerable.

Our Mission is Simple

To provide outstanding care and support to the community of North Devon who are impacted by a life limiting illness.

Admin Department Vision

To work closely with managers, staff and volunteers to provide a person centred, high quality administration and customer service to trustees, staff, volunteers, beneficiaries and the public. To be a professional team that is efficient, collaborative, responsive, proactive, reliable, solutions focused and adds value to the hospice.

It is important to us that all our colleagues:

- Act as an ambassador for the hospice
- Show deep motivation to make a real difference to our patients and their families
- Are kind
- Are honest, open and operate with integrity
- Are personally accountable and take responsibility for their own actions, decisions, performance and professional development
- Approach their role with fun, positivity and a growth mindset – and want to learn
- Are not scared to try new things and know that to succeed, sometimes they will have to overcome obstacles to achieve the best outcome for the hospice
- Are proactive in seeking out the information they need to do their job and in sharing information with their colleagues to enable them to do their jobs
- Listen and communicate effectively, calmly and constructively, adapting their approach to the needs and concerns of others
- Are collegiate and act as 'One Team', working in collaboration with their colleagues within and outside of their team
- Understand the impact of their emotions on themselves and others
- Show empathy when noticing unsettling emotions in others
- Speak up when they have worries or concerns and take appropriate action if their values are compromised
- Are open about when they have made a mistake and are proactive in resolving it

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- Value and respect others and promote equity, diversity and inclusion

To succeed in this role you will have:

- GCSE Maths and English, Level 4 or above, or equivalent qualification
- Experience of working within an administrative or receptionist role
- A high level of compassion and the sensitivity to liaise with and support patients and their families, in times of distress
- Experience of working within a customer care environment
- Experience of working in a multitask environment
- Experience of diary management
- Experience of minute taking
- Experience of organising meetings / events
- Experience of using Microsoft Office products, including Word and Excel
- Good verbal / written communication skills
- The ability to organise, prioritise and work under own initiative
- The ability to work alone or as part of a team
- Excellent time management skills
- Effective interpersonal skills
- Excellent attention to detail and accuracy
- Flexibility in approach to work

In this role you will be responsible for:

- Managing the hospice switchboard, answering the telephone, redirecting calls, accurately recording details of messages and ensuring that messages are passed on promptly
- Liaising with patients and / or relatives who could be distressed and anxious, ensuring they feel listened to and clear on what will happen next
- Managing the hospice reception area, including training and supervising the volunteer "Meet & Greet Team" to cover all aspects of reception, switchboard and the Deer Park shop
- Supporting the PA to the Chair, CEO and Directors and providing full administrative back up to SMT on a needs basis
- Providing administrative support to internal, external and Trustee meetings as required, including pre-meeting preparation, arranging dates and venues, coordinating agenda items, preparing and circulating papers and taking, transcribing and circulating minutes or notes
- Receiving and recording collection boxes and donations and receipt of any cash donations.
- Dealing with incoming post and recording on spreadsheet, operating the franking machine for outgoing post and preparing post for business collection
- Sales of reception shop goods, maintaining stocks, taking control of monies for weekly banking and taking credit card payments
- Managing hospice social events, for example, the Christmas party, Summer BBQ / Picnic and other in-house gatherings
- Managing non-clinical policies, including listing them on the intranet, ensuring they show as mandatory reads for the correct roles and following up with staff and line managers when essential policies are not read
- Monthly consolidation of mandatory reads as part of the People KPI dashboard
- Supporting the purchasing of office resources and general hospice needs
- Managing intranet updates
- Monitoring and managing the hospice "info@" and "Waggytailsmeadow" e-mail inbox
- Providing general administrative support to the organisation
- Consolidating the IT Credit Card spreadsheet and invoices monthly

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Your competency framework – you will:

Strategic Thinking and Setting Direction

- Act as a positive role model for change and innovation in a way that inspires and reassures staff, patients and the public
- Show openness to new information and views from different standpoints and modify own thinking
- Gather feedback from patients, service users and colleagues that help them to do things better, more efficiently and improve services

Sharing the Vision and Delivering the Service

- Support others to provide good patient care and high-quality services
- Demonstrate a culture of high achievement, showing pride in the quality of our services and taking action where improvements are needed
- Participate in and contribute to organisational decision-making processes
- Use feedback on things that are working well and things we could improve to do your job more effectively

Leading People

- Help create the conditions that help the team provide mutual care and support and create pride in achievement
- Be able to receive and act upon challenge and feedback and take action to improve own performance
- Challenge colleagues in a constructive and appropriate way

In addition we will ask you to:

- Promote diversity and inclusion in all that you do
- Complete statutory training in accordance with hospice requirements
- Participate in personal development and review processes
- Adhere to all organisational policies and procedures
- Actively participate in the hospice risk management process in order to help safeguard the welfare of patients, visitors and staff and to take responsibility for reporting risks and managing risks as appropriate
- Follow good infection control practice at all times and maintain an up-to-date knowledge of the infection control policies, procedures, and guidance relevant to your area of work

The small print:

- This job description may be reviewed in consultation with you and in light of any changing service requirements
- The job description is not exhaustive; other duties commensurate with the post may be required from time to time

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