

**Job Description**

**Job title:** Reception and Administrative Assistant

**Location:** Office based and located at MD Support Centre, Unit 10 Westwood House, Westwood Business Park, Westwood Way, Coventry CV4 8HS

**Salary:** Real Living Wage (minimum £21,840 per annum pro rata for a 35-hour week)

**Status:** Permanent

**Hours:** Part time, 2-3 days a week (weekdays and/ or Saturdays) with potential to increase hours over time. Work pattern to be agreed in advance.

**Reporting to:**  Lead Receptionist

**Benefits:**  Annual salary review and performance related discretionary uplift

Employer contributed pension scheme (contribution 3% qualifying earnings)

22 days annual leave plus bank holidays (pro rata), with additional days leave able to be accrued with service

Generous training and development budget to enable you to thrive and reach your full potential, both professionally and personally. As a small organisation, we can offer opportunities to quickly grow in your role, gain new experiences and develop new skills

Employee Assistance Programme

Free tea and coffee provided in the office

Duties and responsibilities

Reception

* Performing receptionist duties to assist/ provide coverage for the lead receptionist, including:
  + Familiarizing with the treatment schedule for the day
  + Answering and directing incoming calls as appropriate
  + Checking for and appropriately directing:
    - voicemail/ text messages from the charity’s main landline
    - “Reception” email account
  + Welcoming and escorting service users/visitors in a safeguarding environment, assisting and directing them as necessary
  + Booking and managing appointments and service user data using the online electronic diary system
  + Accepting and recording donations and payments
  + Liaising with therapists re: managing schedules
  + Ensuring office, cupboards and patient/carer waiting area are kept clear, clean and organised

Administrative

* Assisting the Lead Receptionist and Administration officer with the preparation and validation with therapists of the 3-month advance therapy schedule
* Informing therapists of their appointment schedules and supporting them to ensure that a full therapy schedule is maintained
* Ensuring electronic diaries in the patient administration system are matched to and reconcile with the advance therapy schedule and individual therapists’ schedules
* Executing procedures for new referral acceptance, wait listing, and management through to initial assessment appointment e.g. setting up new service user folders, sending out standard welcome, waiting list acknowledgement, “on hold” and other key communications to the referred service user and referring GP/ Consultant in a timely manner
* Reviewing and updating standard letters/ communications for any changes in process
* Contacting service users to schedule therapy appointments / address cancellations or to complete referral paperwork
* Contacting GPs/Consultants, where necessary, for patient information
* Inputting to/ assisting in the updating and co-ordinating of charity systems and databases to support completeness of record keeping – in particular, entry of service user data into the patient administration system, but potentially also the inputting into charity’s systems for cloud file storage, fundraising and financial management
* Obtaining and analysing performance data and preparing reports to support management decision making e.g. therapy hours, service users, appointments completed and cancelled etc.
* Liaising with and co-ordinating tasks with the other reception/ administrative team members to support the smooth running of the charity’s day to day administration
* Supporting therapists, reception and administration team and Senior Management Team colleagues with any other office and administrative support tasks deemed necessary and appropriate to the role (e.g. photocopying, printing, typing, mail management etc.)

Other

* Undertaking any other duties as requested by line management and being flexible within the broad remit of the post

**Person specification**

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| --- | --- | --- | --- |
| **Criteria** | **Description** | **E / D** | **A / I** |
| Education | Good general level of education | D | A |
| Experience | Working in an office with public access and interface with service users or other members of the public | E | A/I |
| Working in a paid or voluntary capacity with a charity or non-commercial organisation | D | A/I |
| Working with and supervising volunteers | D | A/I |
| Providing customer service / service to clients and service users | E | A/I |
| Working in a health care setting and with confidential and data-protected records | D | A/I |
| Knowledge / understanding of health and disability issues | D | A/I |
| Skills | Strong written and verbal communication and interpersonal skills - face to face and on the telephone; confident meeting and communicating with people from all walks of life | E | A/I |
| Computer literate, proficient with all Office programmes; possessing an appreciation of paperless and cloud-based technology for efficient administration of the organisation | E | A/I |
| Numerate and financially literate with experience of analysing data, via spreadsheet and database | D | A/I |
| A self-starter, able to organise own workload and take initiative within the remit of the post; ability to work remotely some of the time; strong personal motivation and integrity | E | I |
| Strong interpersonal skills, and comfortable meeting and working with service users and supporters from all walks of life; able to form strong and positive relationships with colleagues across the charity | E | I |
| Abilities / attributes / behaviours | Highly organised, with excellent attention to detail and ability to work to deadlines | E | I |
| A can-do attitude | E | I |
| Reliable, caring and empathetic | E | I |
| Desire to have an impact in the context of people affected by a long-term condition | E | I |
| Solutions-oriented with strong problem-solving abilities | E | I |
| Flexible and adaptable approach to work | E | I |

E/D- Essential / Desirable criteria

A/I - assessed at Application or Interview

**NB. Role is subject to an initial 6 months probationary period and subject to enhanced Disclosure and Barring check**