**Hospice Reception Supervisor**

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| Job Description |

Job Title: Reception Supervisor

Department: Reception

Location: Main Hospice Building

Reporting to: Director of Marketing and Engagement

Responsible for: Reception staff and Reception volunteers

Salary: £24,616

Job Summary: This role will oversee the front desk operations of our hospice. Leading the reception team to create a welcoming environment and positive first impression of the hospice, ensuring a sensitive and professional manner is maintained.

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| Main Duties and Responsibilities |

Reception:

* Create and oversee a reception space that is welcoming, tidy and organised and also supports the hospice’s income generating efforts - such as promoting hospice events, campaigns, money boxes - through appropriate communications, conversations and signposting
* Manage the switchboard to ensure professional and sensitive handling of calls
* Supervise the day-to-day operations of the reception area and cover reception when necessary
* Manage, support and advocate for reception volunteers
* Manage the reception schedule, ensuring all shifts are covered
* Recruit and train reception volunteers
* Manage reception email inbox and clinical room bookings
* Strict management of patient information, adhering to GDPR requirements, and managing visitor access in line with patient wishes through liaising with inpatient unit staff, whilst maintaining confidentiality
* Direct attendees to clinics
* Responsible for procedures and processes in and around the reception area, taking a continuous improvement approach

Broader responsibilities:

* Maintain office equipment and contracts
* Responsible for procurement and budgets for stationery and printing
* Arrange the packing and distribution of the hospice newsletter packs to supporters
* Manage the distribution of hospice incoming mail and deliveries
* Preparation of thank you letters
* Utilize DonorFlex system to update donor information and marketing preferences
* Adhere to the hospice data protection policy in connection with the giving of information to external parties

Income generation remit:

* Responsible for encouraging Gift Aid whilst accepting donations and actively promoting it where appropriate
* Administrating and reporting on Gift Aid, ensuring compliance with Gift Aid rules
* Assist in accepting donations via reception and taking donations over the phone
* Making visitors aware of ways to support the hospice where appropriate, and coaching the team to do the same

 Line management:

* Conduct regular 1:1 with reception staff, and annual performance reviews
* Manage and support reception volunteers
* Report maintenance and near miss concerns

**VOLUNTEERS**

The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

CONFIDENTIALITY

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

DATA PROTECTION

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

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| Person Specification |

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| **Essential** | **Desirable** |
| **Qualifications*** Educated to GCSE level (including English and Maths) or recognised equivalent
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| **Relevant Experience*** Experience in a supervisor or team leader role and managing shift rotas.
* Previous experience of reception work/administration
* Experience of providing excellent customer service to the public
* Appropriate attitude and aptitude to manage and support volunteers
 | * Previous money and card machine handling experience.
* Use of a databases and CRM systems.
* Use of Microsoft packages
* Previous experience of working in health care or related setting.
* Working with volunteers.
* Knowledge of Gift Aid.
* Dealing with sensitive situations
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| **Key Skills and Abilities** * Excellent communicator, both written and verbal
* Empathetic with the ability to respond to sensitive and challenging situations
* Organised, self-motivated team player with ability to take initiative, multi-task and work under pressure, delivering on deadlines
* Ability to handle sensitive information appropriately, maintaining confidentiality and adhering to data protection.
* Can deal with and manage conflict in a calm professional manner
* Able to prioritise and delegate where appropriate
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| **Other*** Sufficient personal resources to work effectively in a palliative care setting
* Commitment to personal and professional development
* An understanding of and demonstrable commitment to the Hospice’s Values as a framework for decisions, actions and behaviours.
* Understanding and commitment to the aims of Equality, Diversity and Inclusion
* Ability to work flexibly within the hospice when required. This may include occasional evenings and weekends.
* Commitment to the aim, philosophy and ethos of the Hospice
* Carry out any other duties commensurate with your role as required by the CEO and Directors team.
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