

## Job Description & Person Specification

### Reception Administrator - £20k to £22k

Full-time: 35 hours per week

Contract Type: Permanent Contract

Head Office: Leatherhead with some work from home flexibility

Reporting to: Head of HR

#### About Crossroads Care Surrey

Crossroads Care Surrey is a charity with a vision to ensure all unpaid carers are recognised and supported for the role they have within society caring for loved ones. With 2 in every 3 people now expected to care for a family member during a lifetime, it is important there are support services available to help people who care to have time away from caring in order to maintain their own health and emotional well-being in order to keep caring.

#### The Benefits

Competitive Salary of £20k - £22k per annum, dependant on experience

Pension scheme

Award- winning Employee Assistance Programme

20 days annual leave plus Bank Holidays

The option to work flexibly between home and office during working hours

Refer a friend cash bonus up to £300

Work laptop

#### Purpose of the post

This role will be the first point of contact for Crossroads Care Surrey. You will be responsible for providing and delivering a first-class, knowledgeable customer service. This role requires the successful candidate to make the best possible impression, welcoming and greeting visitors and callers in a professional, friendly, and courteous way.

You will answer the phone, have excellent care team knowledge to ensure the best outcome for potential clients. Redirect calls to internal teams, record messages and carry out various office duties. You will be responsible for the organisation of the daily post and scanning of that post to the relevant departments.

Your main duties and responsibilities will include:

- Answer incoming customer enquiries and referrals.
- Serving visitors by greeting, welcoming, and directing them appropriately.
- Notifying company personnel of visitor arrival.
- Maintains security and telecommunications system.
- Ensure post is opened and scanned daily to relevant teams.
- Monitors levels of uniform, Personal Protective Equipment and stationery, ordering where required.
- Directs visitors by maintaining employee and department directories.
- Maintains security by following procedures, monitoring logbook, and issuing visitor badges.
- Operates telecommunication system by following manufacturer's instructions for house phone and console operation.
- Keeps a safe and clean reception area by complying with procedures, rules, and regulations.
- Ensures safe holding and distribution, where requested, of company mobile phones and laptops.
- Letter writing and note taking where requested by the Head of HR.
- Any other duties as reasonably requested by the Head of HR.

## **ABOUT YOU**

To join us as our Reception Administrator, you will need the following:

### **Skills and abilities**

- Friendliness and helpfulness
- Telephone skills
- Verbal and written communication
- Listening
- Professionalism
- Customer Focus
- Retaining information
- Informing others
- Handling pressure and multi-tasking
- Knowledge of the business and the offering (after full training)

### **Knowledge and experience**

- Professional telephone manner
- Previous administration experience
- IT literate (competent in Microsoft Office)
- Familiarity with phone systems, preferably 8x8
- Previous exposure to problem-solving and client complaints

### **Values and personal attributes**

- Self-aware, positive and approachable.
- Pro-active and organised.
- Honest and accountable.

The closing date for applications is midnight on **Sunday 6 June 2021**.

Interviews to be held on **Wednesday 9 June 2021**. Successful candidates will be contacted on Monday 7 June 2021 to arrange interviews.

We reserve the right to change the closing date should a suitable candidate is found. Please submit your application as soon as possible to ensure it is considered in the selection process.

Please note, some aspects of our recruitment process may be altered due to the current COVID-19 situation. We are following advice and guidelines and will hold interviews remotely if required.

Crossroads Care Surrey are equal opportunities employers, value diversity and are strongly committed to providing equal employment opportunities for all employees and all applicants for employment. Equal opportunities are the only acceptable way to conduct business and we believe that the more inclusive our environments are, the better our work will be.

We are committed to safeguarding and the welfare of our clients. We expect all staff and volunteers to share this commitment.