**Northern Ireland Hospice**

**Job Description**

**Title:** Telephonist /Receptionist

Full-time and Casual

**Department:** Corporate Services

**Location:** Somerton House

**Salary:** Based on Band 2 £14,681 - £16,955 per annum pro rata for casual

**Responsible to:** Director of Corporate and Business Services

**ROLE**

The post-holder will be required to provide an efficient service to Hospice staff, volunteers, support workers, patients and their families.

**DUTIES:**

* Provide a sensitive and efficient telephone service throughout Hospice.
* Process all outgoing mail, distribute all incoming mail.
* Use of computerised systems including email as necessary.
* Administrative duties for Corporate Services.
* Take responsibility for ordering stationery and fulfilling stationery requests
* for staff.
* Provide reception cover as and when required.
* Deal with deliveries to and from the building.
* Make bookings for rooms for meetings on behalf of NI Hospice Staff.
* Supervise volunteer staff working on reception desk.
* Keep work areas tidy at all times.

**This job description is an outline of the post as it is currently perceived by the NI Hospice and may be subject to review as a result of a changing and developing service.**

**NORTHERN IRELAND HOSPICE**

Employees of Northern Ireland Hospice are required to support its mission which is:

***“To provide a range of holistic in-patient and community specialist palliative and rehabilitative care services (for children, young people and adults) , in an environment of learning and research, enabling individuals with life-threatening and life-limiting illnesses and their families to maximise the quality of their lives.”***

Northern Ireland Hospice is also committed to the following core values, which employees are expected to apply in all relevant aspects of their work:

**Personal**

Affording due and equitable attention to the individual and diverse needs of each of our patients, family members, carers, volunteers, staff, and supporters

**Passionate**

Affirming the individual and organisational commitment to the highest standards of care and excellence in all that we do

**Professional**

Applying appropriate skills and experience, in an ethical and/or responsible manner as each situation demands, to ensure the best possible outcomes for all concerned

**Pioneering**

Constantly striving for innovative and creative solutions to old and new challenges

**General Responsibilities**

* Members of staff are expected at all times to provide a caring service and to treat all those with whom they come into contact in a courteous and respectful manner.
* Staff are expected to demonstrate their commitment to Northern Ireland Hospice by their regular attendance and the efficient completion of all tasks allocated to them.
* All staff must comply with Northern Ireland Hospice Smoking Policy.
* All duties must be carried out in compliance with Northern Ireland Hospice Health and Safety policy and statutory regulations.
* Northern Ireland Hospice is an Equal Opportunities Employer. You are required to adhere to Northern Ireland Hospice Equal Opportunities Policy throughout the course of your employment.
* All information relating to patients and staff must be held in the strictest confidence and must not be divulged to any unauthorised person at any time, unless to do so is in the best interest of the individual. A breach of confidentiality will result in disciplinary action being taken in accordance with the Northern Ireland Hospice Disciplinary Procedure.

**Northern Ireland Hospice**

**Job Specification**

**Post:** Telephonist / Receptionist

**Department:** Corporate Services

**Salary:** Based on Band 2 £14,681 – 16,955 per annum pro rata for casual

**Hours:** Full-time37.5 hours per week

9.30 am – 5.30 pm Monday to Friday

And

Casual hours available between

8.30 am and 5.30 pm Monday to Friday

**Essential Criteria**

* English Language at Grade C or above or equivalent
* One year’s relevant experience working on a switchboard and reception area
* A working knowledge of computer packages to include Outlook Mail and Diary, Word and Excel.
* Excellent communication skills both oral and written.
* Demonstrable customer care skills
* Be able to work as part of a team.
* Committed to the aims and charitable objective of the NI Hospice.

**Desirable Criteria**

* Experience in a Healthcare environment.
* Typing qualification eg OCR/ECDL