

## RAINBOWS HOSPICE FOR CHILDREN AND YOUNG PEOPLE

### JOB DESCRIPTION

**Job Title:** Receptionist and Administrator

**Accountable to:** Shared Services Team Manager

**Hours:** 21.5

#### Job Summary

To be first point of contact for the Hospice, delivering a first-class Reception Service. Creating a welcoming environment and ensuring excellent customer care is provided to all service users, visitors and staff. To provide a proactive and effective administration support service. To ensure the Reception Volunteers are managed and supported effectively by the Receptionist and Administration Assistant, engaged in meaningful work, are trained for relevant tasks, and have regular feedback on their performance.

#### Key Responsibilities

- To be the first point of contact for the Charity, ensuring excellent customer service is delivered to all external and internal contacts children, young people, families, visitors, supporters, staff, volunteers, trustees, health professionals.
- To respond to visitors, telephone and email enquiries sensitively and professionally, ensuring that all messages are taken accurately and passed on appropriately in a timely manner to the relevant person/team.
- To manage, guide and mentor the Reception Volunteers and ensure that they are kept fully engaged with meaningful work and trained in all relevant tasks and aspects of the Receptionist and Administration Assistant role.
- To manage and support the Reception Volunteers and supervise the work they undertake to meet business demands.
- To ensure the Reception rota is kept up to date and identify cover for absence, ensuring that a Receptionist or Administration member of staff is available at all times ensuring continuity of service.
- To co-ordinate the postal requirements of the hospice. To sort and distribute incoming post and sort and frank outgoing mail in accordance with predefined collection deadlines ensuring accurate postage rates. To ensure 'signed for' deliveries received are distributed in a timely manner. Carry out the correct process for recorded delivery outgoing post. Ensure all post is stored securely and distributed accurately.
- To proactively provide general administration and secretarial support across the Hospice to meet given deadlines.

- To maintain an acceptable level of stationery supplies within the Hospice and order new supplies when requested/as required; ensuring best value and working within an agreed budget. Maintain and develop relationships with suppliers. Oversee stock quantities. Ensure stationery spend is carefully monitored and provided on a spreadsheet to managers on a monthly basis.
- To ensure that the Reception area and office are kept tidy and uncluttered at all times in compliance with Health & Safety Regulations.
- To take any merchandise sales in Reception and ensure accurate records are kept and payments made.
- To take bookings for Hospice vehicles and report any defects as advised by the car users to Facilities in a prompt and timely manner.
- To take bookings for respite where necessary - including changes and cancellations - and pass onto bookings team/care team without delay.
- To take room bookings ensuring there are no diary conflicts.
- To create and issue new members of staff/volunteers with security fobs and ID badges on their first day and as required.
- To induct all new starters during their orientation day with regards key hospice procedures managed by reception
- To monitor the Lone Worker process for Family Support when staff are on external visits
- To administer on behalf of Finance the process for recharging staff for meals taken in the hospice, ensuring the data is submitted to Finance in a timely fashion to enable deductions from staff salaries
- To be an administrator for the fob security system ensuring procedures are followed. Ensure timely response to any changes in the fob allocation/permissions to ensure security is maintained at all times
- To maintain the Staff and Volunteer photo board as required.
- To be conversant with Microsoft Office products.
- To attend team and organisation meetings
- To maintain confidentiality at all times.

## **Training and Development**

- To attend staff development programmes, training courses, conferences and study days as deemed necessary.
- To attend compulsory staff meetings
- To undertake specific training for specialist pieces of equipment and remain updated in same
- To take responsibility for attendance at mandatory training sessions in resuscitation, fire, child protection, moving and handling, and minibuses awareness

## **Data Compliance and Confidentiality**

- In line with national legislation, and Rainbows policies, must process all personal data fairly and lawfully, for the specific purpose(s) it was obtained and not disclosed in any way incompatible with such purpose(s) or to any unauthorised persons or organisations, unless a lawful exemption applies.

- To comply with all Rainbows policies and procedures on Data Protection, Confidentiality, and Information Security.

## **Behaviours and Values**

- To promote, uphold and demonstrate the Rainbows values.
- To work actively and positively as part of the wider hospice team, demonstrating a desire and ability to build relationships with colleagues across all teams.
- To be able to manage time and projects effectively and efficiently and respond to shifting priorities and workloads with ease.
- To be proactive in seeking out support and finding new ways to encourage supporters to participate in our activities.
- To act always in a professional manner, respecting the needs of colleagues and co-workers, working collaboratively to ensure a harmonious work environment, and following our code of conduct at all times.

## **Our Values:**

- One Team – Working together with fairness and respect.
- People Centred – Championing inclusivity, compassion, and clarity.
- Aim High – Adapting, learning, and sharing our expertise.
- Own It – Focused, committed, and accountable.

## **Safeguarding Children and Vulnerable Adults**

- To comply with Hospice and Leicester City LSCB Policy, Procedures and Practice
- To follow hospice policy regarding the management of safeguarding concerns.
- To access mandatory safeguarding training and demonstrate competence at the required level.

## **Equality, Diversity and Rights**

Rainbows Hospice for Children and Young People is committed to improving the quality of its services to all people, irrespective of race/ethnicity, disability, gender, religion or belief, age, or sexual orientation. Our objective is to deliver high quality services that are accessible, responsive, and appropriate to meet the diverse needs of different groups and individuals. As such, we will continue to take action to ensure that staff and volunteers employed by Rainbows Hospice are culturally aware and treat every person with dignity, respect, and fairness, in a way that is sensitively responsive to differences and similarities. Unlawful discrimination and other forms of exclusion have no place within Rainbows Hospice.

Responsibilities:

- Support and uphold the equality, diversity, and rights of all individuals, including children, young people, their families, staff, and volunteers.
- Actively promote the consultation and involvement of children, young people, and families in decision-making processes.
- Adhere to and work in alignment with the Hospice's Equality and Diversity Policy.

## Health and Safety

- To carry out duties placed on employees by the Health and Safety at Work Act 1974.
- To comply with Health and Safety Policy.
- To take reasonable care for the Health and Safety of themselves and others who may be affected by their acts or omissions at work.
- To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- To not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety, or welfare in the pursuance of any of the relevant statutory provisions.
- To be aware of and adhere to current policies regarding infection control at all times.

## General

- To maintain a high standard of personal hygiene and presentation.
- To act at all times in a professional manner, respecting the needs of colleagues and co-operating to maintain a harmonious working environment.

**This job description is subject to amendment and may be changed from time to time.**



Recruitment enquiries:

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[rainbows.co.uk/careers](https://rainbows.co.uk/careers)