



## The Swallowcourt Group

### JOB DESCRIPTION

## Elder Care Receptionist

Position	Receptionist
Responsible to	Business Administrator
<b>Job purpose</b>	
<p>To meet and greet visitors to the home, provide administrative assistance to the Business Administrator to assist with the effective running of the home and to be involved in group-wide administrative initiatives.</p>	
<b>Core responsibilities</b>	
<ul style="list-style-type: none"><li>• Meet and greet all visitors to the home</li><li>• Assist with arranging visit to the home</li><li>• Handling all telephone calls, emails and letters in an appropriate and professional manner.</li><li>• Handling of enquires, send out promotional materials as requested, follow up on enquiries, arrange visits to the home, show around potential referrals</li><li>• Production of written material to be displayed in the home such as planned activities, newsletters etc</li><li>• Any other duties as reasonably expected.</li></ul> <p>In line with Health and Safety Policy the job holder is expected to;</p> <ul style="list-style-type: none"><li>• Take reasonable care of his/her own health, safety and welfare and that of other people who may be affected by his/her actions or omissions.</li><li>• To comply with Health and Safety law and Health and Safety policies and procedures.</li><li>• Not to misuse or interfere with, intentionally or recklessly, anything provided in the interests of safety.</li></ul> <p>The job holder is also expected to ;</p> <ul style="list-style-type: none"><li>• Act in an honest, responsible and respectful manner to others.</li><li>• Be responsible for their own professional conduct.</li></ul>	



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- Comply everywhere and in all circumstances with the laws and regulations connected with their activities.
- Comply with our obligations to our key stakeholders.
- To attend all mandatory training as required.

#### Person specification

Description	Rating
Excellent communication and interpersonal skills	E
Good Microsoft Office skills	E

(Essential/ Desirable)

Last updated: 11/2021

Signed:

Print Name:

Date: