

Basingstoke and Alton Cardiac Rehabilitation Charity

Job Description

Post Title: Receptionist

Working Hours - Part Time: Tuesday 1.00 – 7.15pm, Thursday 7.45 – 1.45pm, and Saturday 7.45 – 11.45 on a 1 in 5 rota.

Location: Cardiac Rehab Centre, Chawton Park Road, Alton GU34 1RQ

Responsible to: Centre Manager (CM)

About Us: Cardiac Rehab is a charity dedicated to helping improve Heart Health, fitness, and wellbeing of individuals with, or at risk of, developing heart disease. We pride ourselves on providing exceptional service and creating a positive impact in our community. We are looking for a motivated and organized Receptionist to join our team and be the welcoming face of our Charity.

Overall Responsibilities:

1. To provide an efficient, effective, and personable reception service to all Centre exercisers, visitors, staff, and NHS clinics to ensure that all feel welcomed and that their requirements are managed efficiently.
2. To undertake administration duties as required and directed.

Duties and Responsibilities:

- Be responsible for opening the building for operations or closing at the end of day including observing all security procedures defined by the charity
- To greet all attendees at the Cardiac Rehab Centre logging their entry to the building and, if appropriate, recording attendance at an exercise/education class on the bookings database; consult with other charity and NHS staff.
- Operate the telephone system answering calls in the prescribed manner in the minimum time possible. Deal with issues raised on the phone or transfer calls to other charity staff or NHS staff or keep an accurate record of issues raised. Ensure that messages left on the answering machine are dealt with promptly and that the message on the answer phone is up to date.
- Operate the exerciser and bookings system, taking payments, and adding or amending bookings, or exerciser records.

Taking fitness *to heart*

- Deal with cash and credit/debit card transactions according to the charity's financial procedure. Manage the till float, till roll changing and opening and closing till at the beginning and/or end of day. Count cash donations in preparation for banking.
- Update other computer systems/spreadsheets, including Donorfy for fundraising, communications and monitoring purposes as required.
- Undertake general clerical duties including file management, photocopying, word processing, use of Excel and printers including changing toner as required.

Working as a member of the charity's team

- Support centre management team by attending team meetings and being willing to work cover/extra shifts for holidays or sickness
- Actively participate in the organisation's performance management processes including appraisal and induction.
- Support fundraising activities carried out by the Charity. This could include some evening and week-end occasional volunteering.
- Work with colleagues generating ideas, recommending changes and improvements and undertaking other roles and activities that may be identified by the CM or CEO.
- Be trained in cardiac resuscitation techniques and be prepared to undertake resuscitation in a real time situation if required. Provide minor first aid and deal with wellness issues at the Centre if they arise.

Other Duties

- Through regular 1:1 meetings and appraisal meetings with the CM, take responsibility for own performance and personal development.
- To work in accordance with the values of the organisation at all times
- To meet the requirements of Health and Safety regulations, GDPR legislation follow procedures and be aware of matters that relate to the duties of the post.
- Other duties as required by the CEO to support other Cardiac Rehab Charity colleagues in their roles.

Cardiac Rehab's values and Equal Opportunity

Support Cardiac Rehab Charity core values and carry out all responsibilities with due regard to Cardiac Rehab Charity Equal Opportunities Policy and procedures.

Confidentiality

You are required to maintain an appropriate standard of confidentiality. Any disclosures of confidential information (including personal information kept on computer or other media) made unlawfully outside the proper course of duty will be treated as a serious disciplinary offence.

Person Specification

Knowledge and Understanding

- Understanding of customer service
- Understanding and empathy in working with vulnerable people
- Basic understanding of Gift Aid
- Understanding of GDPR

Skills, Abilities and Experience

- Experience using databases to record information
- Experience of a customer facing role
- Good face to face verbal communication skills, writing and numeracy skills and personable manner.
- Ability to use Office 365 products including outlook, word and excel to achieve tasks and self-administrate.
- Ability to take a solution focussed approach to solving operational issues.
- Ability to support and motivate colleagues.
- Ability to work effectively within a diverse team but also be self-motivated
- Ability to work with others and adapt to a diverse workload and manage conflicting priorities.

Determination

Experience and Qualifications	Assessment method
A level calibre or equivalent; writing and numeracy	Application form
Good knowledge of GDPR legislation	Application/Interview
Experience using databases and systems to record information	Application/Interview
Experience of a customer facing role	Application/Interview
Knowledge and understanding	Assessment method
Understanding and empathy in working with vulnerable people	Interview
Understanding of customer service	Interview
Understanding of GDPR	Interview
Skills and Abilities	Assessment method
Ability to take a solution focused approach to solving complex Operational issues.	Application/Interview
Good IT skills including Excel and Word	Application
Excellent verbal communication skills	Interview
Able to manage several threads of activity at once	Application/Interview
Teamwork	Application/Interview
Self-management of work	Application/Interview