



## **Health & Well Being Receptionist (Sessional)**

### **Role Description and Specification**

**February 2018**



Funded by the Victims & Survivors Service through the Victims & Survivors Programme administered on behalf of the First Minister and Deputy First Minister

**Post:** Health and Well Being Receptionist

**Reports to:** Director of Services

**Location:** The Ely Centre

**Start Date:** ASAP

**Rate:** £15 Per Hour

**Duration:** 31<sup>st</sup> March 2018

**Ref** Ely/HWRS/18

### **Purpose of Role**

We are looking for someone to join our team to help promote a professional approach to all clients and to ensure maximum efficiency with seamless delivery of Front of House duties and services.

The Health and Well Being Receptionist will assist in client and service management of the Health and Well Being Services of the Ely Centre. They will maximise the use of the centre for agreed purposes in line with board policies with the overall aim of improving service delivery, client expectations and the management of Ely Centre Services.

## Role Description

### Main Functions

#### KEY RESPONSIBILITIES

- Greeting all clients at point of contact and providing a warm welcome
  - Diary management – arranging, rearranging appointments as appropriate
  - Projecting a positive and can do attitude to clients whilst going the extra mile
  - Face to face and telephone contact for all Client enquiries
  - Managing the room allocations for Therapists and clients.
  - Actively working towards increasing eligible client uptake for the organisation by converting initial enquiries
  - Use internal computer software packages (MYMOP) for all client records
  - Produce administration with regards to patient correspondence
  - Ensuring all Health and Well Being areas are kept clean and tidy
  - Responsible for general marketing tasks
  - Administrative support to the Health and Well Being team
- Any other duties that may reasonably be determined with the agreement of the Director of Services and Board Of Directors

#### KEY SKILLS / COMPETENCIES

- Client Focused
- Strong administrations skills
- Min 6 months experience working in a similar role with victims and survivors of the Troubles
- Excellent communicator with good listening skills
- Planning and organising Skills
- Commitment and flexibility
- Professional, smart and presentable
- Excellent written and verbal communication.
- Skills in the use of ICT (Microsoft packages) within an administrative capacity.

Essential Criteria	Desirable Criteria
1. Qualifications Recognised Qualification in IT	
2. Experiences <ul style="list-style-type: none"> <li>• Min 6 months experience in a similar role within a Voluntary Sector Organisation.</li> <li>• Experienced in use of Monitoring Software</li> </ul>	
3. Knowledge <ul style="list-style-type: none"> <li>• A working knowledge of issues relevant to victims/survivors of Terrorism</li> <li>• A proven ability to administrate health and well being activities;</li> <li>• Excellent IT and oral and written communication skills</li> </ul>	
4. Skills <ul style="list-style-type: none"> <li>• Self-motivation and personal organisation skills;</li> <li>• Good oral and written communication skills.</li> <li>• Commitment and flexibility</li> <li>• Professional, smart and presentable</li> </ul>	
5. Personal <ul style="list-style-type: none"> <li>• Committed to the principles of equity, diversity</li> <li>• And interdependence and to the principles of participation and empowerment of victims /survivors of terrorism and their families</li> <li>• Must be flexible, willing to work unsociable hours and able to perform well under pressure.</li> </ul>	
6. General Possess a valid driving license and have access to A suitable vehicle. (The vehicle must be appropriately maintained and insured for business use) <b>OR</b> Be able to provide sufficient information that will satisfy the employer That he/she has access to an appropriate Alternative form of transport that will enable them to carry out the mobility requirements of The post in an efficient and effective manner And thus meet this essential criterion.	

The essential criteria may be enhance This role may involve 'regulated activity' under the Safeguarding Vulnerable Groups (NI) Order 2007. The Ely Centre will be required to undertake an 'Enhanced Disclosure of Criminal Background' check and posts will only be approved when the check is returned successfully.

## **Guidance for submitting your quotation**

Applicants should submit An up to date CV and Quotation along with a completed monitoring form.

### Application Submission

Completed applications can be submitted as follows:

- Posted or hand delivered to 52 Forthill Street, Enniskillen, BT74 6AJ
- Emailed to [lee@elycentre.co.uk](mailto:lee@elycentre.co.uk)

Deadline: Friday 9<sup>th</sup> February 2018

We will not accept documentation submitted after the closing deadline.

Applicants using Royal Mail should note that 1st class mail does not guarantee next day delivery. It is the responsibility of the applicant to ensure that sufficient postage has been paid to return the form to meet the required deadline.

Should you have any queries please contact [lee@elycentre.co.uk](mailto:lee@elycentre.co.uk)