

## JOB DESCRIPTION

# Receptionist

### Introduction

This is a full time, office based role, for a national independent Occupational Therapy Practice, within the centre of Hook, Hampshire. It requires an organised and engaging person with excellent communication and people skills.

This is an additional role implemented due to continued growth of the company and our recent relocation to larger premises. The primary goal of the Receptionist is to provide professional reception and administrative support to the whole OT Practice team.

Reporting to the Practice Manager, the Receptionist is the first point of contact on the telephone and with visitors to the office. As the 'face' of The OT Practice the Receptionist should be welcoming, personable, helpful and be able to represent The OT Practice in a professional and friendly manner. In addition it is essential that the Receptionist is organised, able to multi-task, work flexibly and have a 'can do', 'will do' attitude.

The personal skills and temperament of the successful candidate will be of great importance. At The OT Practice we pride ourselves on being friendly and caring, but professional.

### Applications & enquiries

Applicants should submit a CV and covering letter to [wendy@theotpractice.co.uk](mailto:wendy@theotpractice.co.uk) or if you would like to discuss the role in more detail please call Wendy on 0330 0249910

## Our Company ethos

- We make clients & potential clients feel understood and provide sound professional advice – even if it ends up being for free.
- We are friendly & caring, but always remain professional.
- We are socially responsible – if there is a better option for a prospective client then we say so.
- We are a private practice and understand that generally our clients are looking for more than what statutory services provide and are willing to pay for that service.
- We are driven and go the extra mile if that is what is needed to convert an enquiry or to keep a client happy.

## Details of the role

The overall aim of the Receptionist will be to manage all reception related tasks. The successful candidate will be responsible for the following core tasks:

### 1. General Reception:

- Answering, screening and directing incoming calls promptly
- Taking and forwarding messages accurately, legibly and swiftly
- Ensure voicemail messages to the main number are directed to staff members
- Dealing with queries from clients or associates
- Meeting and greeting visitors to the office, maintaining visitor logs
- Assisting visitors in finding their way around the office
- Making refreshments
- Ensure that the kitchen is tidy and well stocked with milk, sugar, tea and coffee
- Organising meeting room bookings and diary
- Setting up meeting rooms
- Ensuring that reception and communal areas are kept tidy
- Receive and distribute post, parcels and deliveries
- Organise outgoing post, parcels or arrange couriers
- Assist the Practice Manager in ordering and distributing office/facilities supplies

### 2. Administration:

- Provide administrative and clerical support
- Maintain telephone contact and car registration lists
- To undertake ad-hoc projects or tasks as directed by the Practice Manager
- To support the client management, key accounts and HR teams with tasks at busy times as necessary
- Photocopying, filing, collating documents
- Shredding, maintaining stationary supplies, ensuring office equipment is functional
- Use of various IT systems and packages

**Please note:** The responsibilities identified in this job description are not meant to be exclusive or exhaustive.

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## Skills and qualifications

The following skills and qualifications will be required/desirable:

- Excellent written and verbal communication skills (phone manner is very important)
- Good standard of literacy and numeracy (at least GCSE Level C or equivalent)
- Competent with computers and online technology (tech savvy)
- An interest in occupational therapy would be desirable

## Personal skills & attributes

Fundamental to this role is the character and temperament of the individual. They will be expected to be well organised, efficient and have a strong sense of responsibility. Important personal skills and attributes include:

- Caring, friendly and always willing to listen
- Courteous and efficient when dealing with people
- Professional personal appearance
- Act on own initiative and be self-motivated
- Ability to multi-task and work flexibly
- Strong attention to detail
- Excellent customer service skills
- Respect for confidentiality
- Flexible, reliable and helpful
- Have a 'can do', 'will do' attitude
- Personal pride in their work
- Willingness to learn new skills
- Desire to progress and develop their professional career
- Ability to work collaboratively and as part of a wider team
- Able to remain calm, composed and professional under potentially stressful or confrontational situations
- Excellent telephone manner
- Excellent time management skills

## What we offer you

We pride ourselves on being a caring and friendly, but professional company. We believe the growth of our business to date is directly attributed to ensuring our values are at the core of everything we do. Based in the centre of Hook, with free parking and excellent transport links. Offering a competitive salary depending on experience, with 23 days holiday plus bank holidays, and other company benefits.

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