



## JOB DESCRIPTION

**Job Description:** Receptionist

### **Purpose of the Post**

This post is to ensure clients visiting or calling our offices receive a warm and professional welcome.

### **Structure of the Post**

The Receptionist will be supervised and managed by the Central Services Manager and be accountable to the Board of Trustees of North Kent Mind.

The post will be based in the North Kent Mind Offices at 20 West Hill Dartford, but some travel to other North Kent Mind sites or to external meetings may be required, for which travel expenses are payable. It is a condition of employment that the postholder is prepared, whenever applicable, to travel to and work at any of our premises within reasonable travelling distance on a temporary or permanent basis. This mobility is essential to the smooth running of our business.

### **A: DUTIES OF THE POST: GENERAL**

These duties apply to all North Kent Mind Staff, whichever service they work for.

1. To work within a framework which:
  - Abides by all the policies of North Kent Mind, including Equal Opportunities, Confidentiality and Health and Safety.
  - Promotes Social Inclusion, Empowerment, Well-being and the Recovery Model

- Respects, encourages and builds on individual clients' coping strategies, skills and autonomy.
  - Maintains good liaison with any other outside agencies as is necessary.
  - Promotes good joint working, links and cross-referral with North Kent Mind colleagues
2. To participate in supervision and appraisal
  3. To attend Staff Meetings and service team meetings.
  4. To attend training/meetings and some annual events as required
  5. To undertake any other duties which the CEO or Board of Trustees may, from time to time, reasonably delegate or assign.

#### **B: DUTIES OF THE POST: SPECIFIC**

1. Greeting and attending to all callers to the Almshouses either in person or on the phone.
2. Taking phone messages for staff and volunteers working with the organisation.
3. Ensuring all callers receive a warm and professional welcome and are treated with respect.
4. Taking clients details to refer them into our services.
5. Maintaining a database referrals.
6. Dealing with enquiries from external referrers.
7. Keeping the Reception area tidy and welcoming.
8. Circulation of leaflets and information by email and post as required.
- 9.. Preparing packs of information for events.
10. Preparing invitations to events and compiling attendance lists.

September 2021