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| **Job Title** | **Receptionist** |
| **Responsible to** | **General Manager** |

**Salary: £12.10 per hour**

**Hours: 8-week rota, weekdays only**

**Contract: Permanent, 6 months probationary period.**

**KEY RESULT AREAS**

* This is not a comprehensive list of all the tasks which may be required of the postholder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.
* Welcoming members and visitors in person or on the telephone
* Greeting and helping members, scheduling appointments and maintaining records
* Keeping members appointments on schedule
* Maintaining members details
* Protecting members’ rights by maintaining confidentiality of medical and personal information
* Contributing to team effort of the effectiveness of the Treatment Centre and Satellite offices
* Administration of applications for treatment
* Organising and maintaining the reception area
* Following the Ben Fund’s policies and procedures
* Work together as part of a team
* Actively promote the principles of equal opportunities, celebrate diversity and challenge discriminatory practice.

**Candidate Specification**

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| **Essential** | **Desirable** | **To be identified by:** |
| Good standard of education (5 good passes at GCSE inc Maths and English) |  | Certificates |
| Experience of working in a busy office environment | Experience of working in a charitable or 3rd sector organisation or medical practice | CV/Interview |
| Experience of computerised accounting packages |  | CV/Interview |
| Experience of working with minimal supervision, organising and prioritising own workload |  | CV/Interview |
| Experience of working as a team |  | CV/Interview |
| Excellent IT skills and experience of inputting, updating and maintaining computerised and manual filing/record systems |  | CV/Interview |
| Demonstrate a flexible and supportive approach to colleagues and willing attitude to working practices and hours |  | CV/Interview |
| Excellent communications and written skills |  | CV/Interview |