

Job Profile Receptionist

Job type: Full-time.

Working pattern: 37.5 hours per week, typically from 9am-5pm on Monday to Friday. Some after-hours work may be required.

Salary: £17,000 - £20 000. Negotiable depending on experience.

NHS Band equivalent: Not applicable

Specialism: Children, young people and family psychological service.

Reporting to: Office Manager or designate.

Location: Gateway Psychology, 7-9 The Boulevard, Tunstall, Stoke-on-Trent, ST6 6BD. Some travel may be required depending on business requirements.

"During my time as Receptionist at Gateway Psychology, I have thoroughly enjoyed creating a welcoming environment for our clients. The workday is varied and fast paced, with plenty of opportunities for professional growth. Equally, I have found building trust with our children and young people very rewarding (remembering their favourite flavour of milkshake always helps!) I have found the culture at Gateway to be positive and encouraging, a place that brings out the best in their employees."

Feedback from Receptionist

Employee benefits

- 36 days paid annual leave (includes 8 Bank Holidays)
- Attractive pension scheme
- Employee benefits scheme
- Paid overtime
- Training opportunities
- Potential for flexible working or part-time work
- A company sick pay scheme
- An excellent purpose-built facility dedicated to therapeutic work with children and young people, as well as a high-spec training facility.

We are an equal opportunities employer and welcome applications from all suitably qualified candidates regardless of their race, gender, disabilities, religions/beliefs, sexual orientation or age.

Overall Role:

- Welcome clients and visitors in a warm and friendly manner and answer any questions that they may have.
- Conduct sign-in procedures as applicable, offer and/or serve refreshments as needed
- General office and reception administration tasks, filing, copying, binding, scanning etc.
- Ensure reception areas are tidy and presentable.
- Assist clinicians in setting up therapy rooms and tidy up afterwards as necessary.
- Receive deliveries, distribute incoming mail, ad-hoc tasks as directed.
- Take inventory of office, kitchen/bathroom and hospitality stocks, refill and/or re-order as needed
- Assist in the overall day-to-day running and management of the company under the guidance of the Office Manager

Qualification requirements: GCSE minimum (English and Maths to minimum 6 level) or NVQ Level 2. A levels or higher qualifications would be desirable as would be further studies in Customer Service, Business Administration or related subjects.

Professional registrations required: Not applicable

NHS Banding Equivalent: Not applicable for this role

Experience: Experience of working in a similar environment (e.g. psychology service, NHS CAMHS, working with children, families and young people, doctor/dentist reception etc.)

A minimum of three years post-qualification in a suitable environment is required.

Role requirements:

Factor	Requirements
Communication and Relationships	<ul style="list-style-type: none"> • Communicates clearly, in a warm, friendly, empathic and compassionate manner. • Good English language skills, both written and verbal. • Not easily flustered, resilient in occasionally challenging situations. • Able to flexibly operate within work processes
Skills, Knowledge, Training and Experience	<ul style="list-style-type: none"> • Well-organised and structured administrative skills. • Good communication skills with clients, staff and visitors • Post-qualification training in Business Administration, Customer Service or related courses would be desirable • Proficient in IT technologies including MS Office™ and online video meeting hosting (e.g. ZOOM™) • Able to operate in an environment of complex situations
Planning and Organisational Skills	<ul style="list-style-type: none"> • Well organised, reliable and punctual in fulfilling tasks

	<ul style="list-style-type: none"> Plans, prioritises and organises own work, reception and general administrative tasks, covering a range of requirements Coordinates with other staff and internal departments as required
Physical Skills, Abilities and Requirements	<ul style="list-style-type: none"> Combination of sitting, standing, walking. Light physical effort for several short periods Able to negotiate stairs and facilities that do not have disabled access Able to use computer keyboards/touch screens/computer screens, reading of types / written materials and handwriting Driving skills - holds current clean UK driving license English speaking as primary language
Responsibility for Client and Visitor Care	<ul style="list-style-type: none"> Welcomes clients, carers, professionals and visitors in a warm, friendly and professional manner Answer telephone calls in a warm, friendly and professional manner, transfer these to other staff as required. Log messages and pass on to other staff as required.
Responsibility for Policy or Service Development	<ul style="list-style-type: none"> Implement policies and/or propose changes to practices, procedures or service changes, including areas beyond own direct responsibility Have a passion for excellence and “going the extra mile.”
Responsibility for Financial and Physical Resources	<ul style="list-style-type: none"> Maintains a duty of care in relation to equipment, resources and facilities Assists in the efficient and productive use of resources Contributes to cost-saving ideas and initiatives
Responsibility for Information Resources	<ul style="list-style-type: none"> Responsibility to update and maintain records of personally generated information Updates and maintains client or administrative records to the required standards Maintains data protection and confidentiality
Research & Development	<ul style="list-style-type: none"> Develop new or modified procedures Makes suggestions for service improvement
Freedom to Act	<ul style="list-style-type: none"> Accountable for own work-related actions Work within professional ethics, guidelines & company policies
Emotional Resilience	<ul style="list-style-type: none"> Able to cope with distressing or emotionally challenging circumstances Working conditions may comprise occasional unpleasant situations, some exposure to hazards such as verbal aggression, minor risk of physical aggression

All jobs are subject to change from time to time and this job description will be reviewed regularly.

This job description is not intended as an exhaustive list of duties or a restrictive definition of the post but rather should be read as a guide to the main priorities and typical areas of activity of the post-holder. These activities are subject to amendment over time as priorities and requirements

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evolve and as such it may be amended at any time by the line manager following discussion with the post holder.

This post is subject to a 3-month probationary period.