

Administration Assistant/Receptionist

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Company: The Cinnamon Care Collection

Location: Topsham

Category: community-and-social-service

Administration Assistant/Receptionist

£11.90 per hour plus company benefits

Weekends Only!

A Top 20 Care Home Group 2024!

Watermeadow Grange in Topsham, Exeter is a beautiful care home providing 86 spacious ensuite bedrooms including a community dedicated to the care of people living with dementia.

We are looking for a weekend Administration Assistant/Receptionist to be the first point of contact at the home. This role requires someone who has a range of skills with good IT experience and attention to detail.

In addition to reception duties you will provide additional administration support to the Home Administrator - predominantly HR related administration duties, although you will also need to have a good knowledge of financial aspects of the role, therefore being able to cover in the Administrator's absence.

Main Responsibilities:

- * Welcome and greet visitors to the home in a professional and courteous way, ensuring the visitors book and the person's identity is checked as far as reasonably practical
- * Answer the telephone and respond to enquiries at reception, redirecting calls to relevant staff and recording messages accordingly
- * In addition to reception duties provide additional administration support to the homes Administrator on a daily basis predominantly HR related administration duties

- * Assist with recruitment tasks, sifting CVs, chasing references and verifying ID documents
- * Organise internal meetings and ensure that any requirements have actioned
- * Coordinate the staff meal process as applicable to the individual home
- * Respond to any emergency situations as requested by the home
- * Maintain the general tidiness of the reception area, liaising with the housekeeping team to ensure standards are maintained.

External - Job Requirements

Person Specification:

- * Excellent customer service skills
- * IT literacy – competent with the use of systems
- * Previous telephone experience
- * Professional telephone manner
- * Knowledge of general administration
- * Good communication skills
- * Neat and well presented
- * Excellent written and verbal English

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