

Receptionist - Harry Sotnick House

Salary: Band: 3, £24,796 - £25,201 per annum (£10,722 - £10,897 for 16 hours).

16 hours per week, days and hours to be discussed at interview.

Portsmouth City Council is committed to safeguarding and promoting the welfare of 'adults at risk' and expects all staff and volunteers to share this commitment.

DBS Disclosure at Enhanced level will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

The Service

Harry Sotnick House is a nursing home in Fratton, situated on the lower floor of the building. The home is rated as Good by the Care Quality Commission.

We are fully committed as a team and are involved in all aspects of our resident's lives. It can be hard work and mentally & physically strenuous but rewarding for the right person with the right skills and values. We provide person centred care to our residents and encourage them to make choices as part of helping them maintain their independence as much as possible. We encourage activity-based care.

What is the role?

Working on the unit's main reception area you will be the first port of contact for all visitors to the building. You will be responsible for interacting with members of the public and other services.

Your duties will include:

- Answering the telephone.
- Receiving post.
- Signposting visitors or callers.
- Maintaining displays and information in the reception and general maintenance such as keeping the area tidy.
- Ordering stores and updating forms etc on a PC.
- Perform other clerical receptionist duties such as filing, photocopying, and scanning.
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges).

Who is the person?

You need to have:

1. General office experience, good literacy and IT skills.
2. Good interpersonal and communication skills as you will be liaising with visitors such as families, staff and other professionals.

3. The ability to show empathy and patience, as you will be in contact with service users.
4. Be able to record information accurately and comprehensively
5. Be self-motivated to undertake the repetitive aspects of the role.
6. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.