



St Ann's Hospice

*every day makes a difference*

## Working for St Ann's

**We're proud to care**  
**We're proud to work together**  
**We're proud to make a difference**



At St Ann's, there's one thing that motivates us, and that's providing excellent care and support to those living with or affected by life-limiting illnesses.

We're continuously developing our plans for delivering world-class, innovative care and to ensure St Ann's is in the best shape possible for future generations.

You'll be challenged, inspired and empowered to help us achieve our purpose and to play your part in making a difference.

**All of our team members will role model our core values...**

### *People matter*

People are at the centre of everything we do. We treat each other, and ourselves, with kindness and compassion. We value and celebrate diversity; recognising everyone as an individual.



### *Brave and bold*

We want to grow for the future, not settle. We're not afraid to do things differently, get creative, challenge ourselves and the status quo. We're ambitious in our aims, accountable for our actions and learn from our experiences and successes.



### *Lead and learn*

We're experts in what we do, and we don't stop there. We're always learning; informing and shaping the sectors we're in through education, training and research. We lead by example; sharing best practice, advancing in our fields and pioneering new approaches.



### *Together we are stronger*

Together, we're stronger and have a bigger impact than we could have alone. As a charity, we work in collaboration with supporters, partners and the communities around us. We think beyond traditional boundaries to make sure we're here for our communities for years to come.



# Job Role Profile

## Receptionist (Bank)

### Salary

Hospice Band 2  
£11.48 per hour

### Location

Heald Green with some shifts available at Little Hulton when required

### Responsible to

Estates Manager

### Core Purpose

To provide a good first impression of St Ann's Hospice whilst meeting and greeting patients and visitors.

## Job summary

- Provide a courteous, professional and caring first impression of St Ann's Hospice.
- Meet and greet patients and visitors into the hospice and deal with enquiries in an efficient, polite and courteous manner providing a caring, considerate service to everyone.
- Answer telephone queries and take messages where appropriate, transfer calls and direct visitors to the correct location.

Head of  
Facilities

Estates  
Manager

Receptionist

## Responsibilities

The Receptionist will:

- ✓ Provide a professional first impression of the hospice
- ✓ Work closely with the nursing team announcing patient arrivals
- ✓ Communicate with all departments regarding visitor arrivals
- ✓ Safeguard patient and visitor confidentiality at all times including adherence to Data Protect Act following GDPR
- ✓ Provide information on services and retail products
- ✓ Ensure good knowledge of the hospice and be able to answer queries or questions as required
- ✓ Assist other departments as required, work permitting
- ✓ Complete all required training
- ✓ Provide an excellent level of customer service
- ✓ Ensure the Reception area is free from clutter

## Requirements

The Receptionist will have:

- ✓ A commitment to developing IT and digital skills
- ✓ Experience of working in a customer service role
- ✓ Experience of working in a reception role in a similar environment would be desirable
- ✓ A general level of education to GCSE or equivalent

The Receptionist will be able to:

- ✓ Appropriately escalate where necessary to the relevant staff members
- ✓ Ensure our values are following at all times
- ✓ Ensure all access/entry guidelines are followed by visitors
- ✓ Assist in an emergency situation following directions from the Nurse in Charge
- ✓ Answer phone calls and deal with enquiries
- ✓ Adapt your approach and communication techniques to meet patient's specific needs
- ✓ Liaise with contractors ensuring the correct documentation is completed before they start work

Any post holder within the organisation will be expected to undertake safeguarding training appropriate to their role and adhere to safeguarding policies and procedures. All staff must work in accordance with their statutory roles and responsibilities in relation to safeguarding in accordance with the Working Together to Safeguarding Children 2018, The Care Act 2014, and Prevent Duty 2015.

# Terms and conditions for the Receptionist

## Contract

Bank Contract

## Location

Heald Green primarily

## Free Parking

Free parking at our Heald Green, Little Hulton and Neil Cliffe Centre hospice sites.

## Holiday

Bank staff entitled to 5.6 weeks' holiday per year, including bank holidays. Entitlement is calculated on a pro rata basis depending on the number of hours worked. This is calculated as a weekly average over the previous 52 weeks, discounting any weeks in which no remuneration is received, up to a maximum of 104 weeks.

## Pension

Contributory Stakeholder pension in which we match up to 7% of your gross salary. Or the ability to continue with a previously held NHS pension (subject to making contribution's into the scheme in the previous 12 months).

## Health Cash Plan

We offer access to an employee paid health cash plan. That allows employees to spread the cost of health expenses including dental, optical, physiotherapy and more.

## Employee Assistance Programme

Employees can access telephone and online counselling 24 hours a day. Face to face counselling is also available and support on issues including debt, employment law, benefits and housing.

## Probation

Six months.

## Notice

1 week.



St Ann's Hospice, St Ann's Road North, Heald Green, Cheadle, Cheshire SK8 3SZ

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🌐 [www.sah.org.uk](http://www.sah.org.uk)

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