

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

At Moya Cole Hospice, 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 to ensure Moya Cole Hospice 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,

People matter

Lead and learn

Brave and bold

Together
we are stronger

Job Role Profile

Job Title: Receptionist

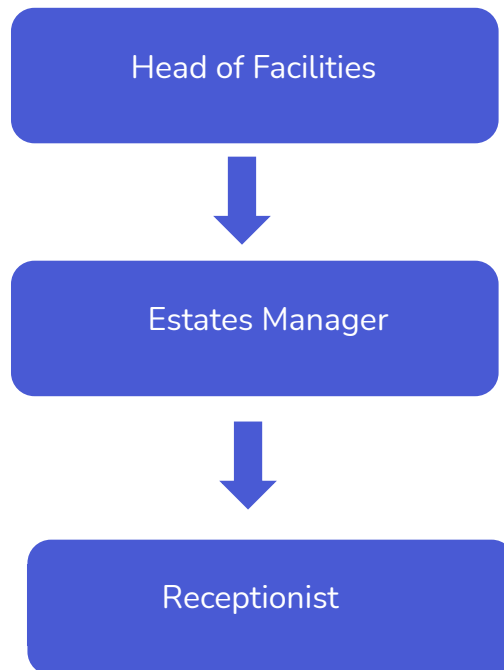
Salary: £25,272 (£12,130 pro rata) - Band 2 competency framework

Location: Heald Green

Responsible to: Estates Manager

Core Purpose: Providing a welcoming and compassionate reception service, offering administrative support to ensure the smooth and professional operation of the hospice.

Team Organisational Chart



Job Summary

As the first point of contact for visitors, patients, and professionals, the Receptionist plays a key role in ensuring a welcoming and calm environment. This role involves managing the front desk, handling calls, supporting administrative tasks, and contributing to the smooth running of the hospice.

Responsibilities

- Provide a warm and professional welcome to all those arriving at the 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.
- Ensure all those entering the hospice are authorised and security procedures are followed
- Work closely with the nursing team to coordinate patient arrivals
- Communicate with all departments regarding visitor arrivals
- Liaise with third party providers to coordinate patient services e.g. funeral directors
- Answer telephone queries and take messages where appropriate, transfer calls and direct visitors to the correct location
- Assist in an emergency situation following directions from the Nurse in Charge
- Handle incoming and outgoing post and deliveries efficiently
- Offer administrative support to clinical and office teams

- Coordinate with volunteers and colleagues to ensure consistent reception cover
- Safeguard patient and visitor confidentiality at all times including adherence to Data Protect Act following GDPR
- Provide information on services and retail products and take payments
- Contribute to process improvements to reception processes or visitor experience
- Remain calm and composed in emotionally sensitive situations
- Ensure our values are followed at all times

Skills, Qualifications and Experience

- Demonstrable English literacy and numeracy skills equivalent to GCSE level
- Computer literate specifically Outlook, Sharepoint and basic Excel for data entry
- Proven experience of working in a face to face customer service environment with reception experience being a particular advantage
- Experience in handling sensitive and confidential information with discretion, ensuring compliance
- Experience in an administrative role, ideally within a healthcare setting (desirable)
- Excellent communication and interpersonal skills, with a compassionate and professional manner
- Strong organisational and administrative abilities, with excellent attention to detail
- Calm and empathetic approach when dealing with patients, families, and visitors
- Flexible and team-oriented, with a willingness to support wider hospice activities

Terms and Conditions for Receptionist

Contract	Permanent
Work Pattern	Part-Time, 18 hours over 4 days per week 4.5 Hours per day, Mon, Tues, Fri 0800 to 1230, Thurs 12:30 to 17:00
Location	Heald Green
Free Parking	Free parking at our Heald Green and Little Hulton sites
Holiday	35 days, increasing to 37 days after 5 years' service and 41 days after 10 years' service (pro rata, inclusive of bank holidays). In addition, staff are able to buy up to 1 weeks' holiday per year via salary sacrifice, pro rata.
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 contributions into the scheme in the previous 12 months).
Life Cover	All staff in the Scottish Widows Pension scheme (with the exception of bank staff) are provided with life cover of three times their basic salary in the event of their death whilst employed by Moya Cole Hospice.
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	4 weeks
Safeguarding	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 2023, The Care Act 2014, and Prevent Duty 2015.