



Falkland Islands Government – Job Description

Job Title:	Receptionist		
Department:	Health & Social Services	Section:	Community Support Team (CST) - Tussac House
Reports to:	CST Administrator		
Grade:	Falkland Islands Government Grade – H1	Job Code:	TBC

Job Purpose

To provide a welcoming, high-quality, front of house reception and administrative service to Tussac House colleagues, service users and visitors.

Main Accountabilities:

Reception

- Undertake basic receptionist/clerical tasks including, but not limited to, greeting, welcoming, and directing visitors appropriately, typing correspondence, scanning/photocopying, filing and retrieving paperwork, and fielding and passing on messages as required.
- Ensure all email/telephone and in person inquiries made to reception are responded to, and dealt with, in a courteous, efficient and timely manner and, where appropriate, directed to the appropriate healthcare professional/team member.
- Ensure that the visitors and residents register is accurate and properly maintained.
- Work within established processes, policies, and procedures to maintain a safe, clean and secure reception area.

General Administration

- Assist CST Manager and other healthcare professionals within the team by undertaking administrative tasks as required. (This will include providing cover and support for other members of the administrative team during periods of sickness and annual leave).
- Coordinate the taking of orders for meals for service users, the meals on wheels service etc, as required.
- Manage the register for attendance at the Community Hub and collect the data required for invoicing.
- Ensure that the Resident's Personal Emergency Evacuation Plan (PEEP) file is kept up to date and any alterations recorded in a timely manner.
- Manage stationery supplies for Tussac House, including issuing of supplies and preparing orders for approval by line management.
- Establish and maintain filing and administrative systems so that written or computer information is easily accessible and secure.
- Report incidents using the Health and Safety Incident Reporting System.

The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.



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Additional Information:

The postholder may see, witness or overhear highly confidential/sensitive information in the course of their duties and the confidentiality of such personal and sensitive data must be respected and maintained at all times in line with the DHSS's and FIG's confidentiality requirements and that of the Caldicott guidance on patient confidentiality.

The postholder may also be required to provide reception/administrative cover for the KEMH at very short notice if necessary. Line management will endeavour to provide advance notice of this, but this may not always be possible and so the postholder must be ready to comply with such a request as and when required to.

Criminal Record Checks: This post is regarded as sensitive

All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).

Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers.

Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.



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Person Specification:	Receptionist		
Criteria	Essential	Desirable	Assessment Method
Education and Qualifications			
Good standard of English and Maths as evidenced by GCSE (or equivalent) with passes at Grade C or above (or equivalent)	✓		A
Current Manual Driving Licence	✓		A
A customer service qualification		✓	A
Skills & Experience			
Able to communicate effectively and fluently in English, both in writing and verbally	✓		A/I/R
Strong organisational and time management abilities, including the ability to work to deadlines and maintain accuracy in record keeping	✓		A/I/R
Excellent interpersonal skills and able to display empathy and compassion towards residents and their families	✓		I/R
Experience in dealing with basic financial processes	✓		A/I/R
Good attention to detail and confident working with figures	✓		A/I/R
Good working knowledge of and competence in Microsoft Office applications and Windows based operating environments – Word, Outlook, Excel, and PowerPoint	✓		A/I/R
Good customer service skills	✓		A/I/R
Ability to work independently and as part of a team	✓		I/R
Good Listening skills	✓		I/R
2 years' experience in administrative or clerical tasks		✓	A/I
Familiar with medical terminology and/or experience of working in a healthcare setting		✓	A/I/R
Experience in cash handling		✓	A/I/R
Audio typing experience		✓	A/I
Previous experience of minute taking		✓	A/I/R
Ability to find new solutions and suggest improvements, whilst maintaining existing high standards.		✓	I/R



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Personal Attributes			
Ability to maintain high levels of discretion and confidentiality, and has an understanding of why this is important	✓		I/R
Person Specification:	Receptionist		
Criteria	Essential	Desirable	Assessment Method
Personal Attributes continued			
Clear and articulate telephone manner	✓		I
A polite and helpful manner and displays patience and understanding at all times	✓		I/R
A solution based 'can-do' attitude with a flexible approach to work	✓		I/R
Calm and efficient under pressure	✓		I/R
A good team player able to support the wider team	✓		I/R
Flexibility in attitude to meet the workload needs of the team as a whole	✓		I/R
Sensitivity in managing conflicting requirements	✓		I
Aligns with FIGs Core Values – Diverse, Professional, Resilient & Resourceful	✓		A/I/R

Method of assessment: A - Application Form I - Selection Interview R - Reference