

Role: Receptionist
Location: The Brightwell, Wheatfield Drive, Bradley Stoke, Bristol, BS32 9DB
Rate of Pay: £15.5K to £17K PA (experience dependent)
Responsible to: Lead Receptionist

Reception covered: Mon to Fri 08:30 - 17:30 hrs

We are looking for: A Professional, organised, friendly Receptionist to work part-time (26 hour job-share Mon-Fri) at our purpose-built Therapy Centre in Bradley Stoke.

Hours of Work:

Monday 1pm – 5:30pm
Tuesday 1pm – 5:30pm
Wednesday 1pm – 5:30pm
Thursday 1pm – 5:00pm
Friday 8:30pm – 4:30pm

There is flexibility in these working hours and days for the right candidate as well as the potential for increased hours into the evening as the centre expands.

Vision

We are a Charity with the core aim of supporting people living with neurological conditions such as MS. We do this by providing a wide range of treatments, therapies, classes, information and social groups. In this way we encourage and help our Members to remain fit, active and mobile for as long as possible leading to full, meaningful and independent lives.

We are a member of the Neuro Therapy Network and work closely with the NHS, and other healthcare organisations, delivering a quality service to our Service Users, their carers and family.

What are the main duties and responsibilities of the role?

In this reception role, you will be the first person a visitor meets on arrival at the Centre or speaks to on the phone, so it is essential that you have a warm, friendly and reassuring manner to greet them with at all times. You will:-

Serve visitors by greeting, welcoming, directing and announcing them appropriately. Provide information on appointments, services and therapists and send out information packs.

Respond to and deal with the calls as they come in and liaise with therapists and other departments as necessary.

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Answer, screen and forward any incoming phone calls while providing relevant information as needed.

Ensure all Centre Member subscriptions, details and appointment records are correct and all new member details logged in the correct area.

Appointment making, cancelling and rearranging. Liaising with the relevant therapists.

Receive daily mail and other deliveries and pass them on to the relevant room user and take and post letters at the end of the day.

Maintain security by following procedures and controlling access, monitor logbook and database appointment reports. Making sure that we keep track of all people in and out of the Centre.

Becoming a keyholder and opening and closing the Centre as required in line with the relevant procedures. This includes setting the alarm and making sure the Centre is secure.

Comply with all in-house and statutory Health & Safety procedures and be trained as needed.

Booking out of the Treatment Rooms for all visiting and in house therapists and staff.

Be aware of the therapies members are undertaking and remind and take the relevant contribution from them.

Be up to date with the Contributions and Standing Order policies of the Centre and have the confidence to remind people of these.

End of Day banking and consolidation with database.

Responsible for reception facilities and making sure that these are running correctly.

Working closely with the other Centre departments; fundraising; oxygen, physiotherapy, café to ensure efficient and effective delivery of services.

Be prepared to work in a busy and fast paced environment.

Keep the reception area, clean, tidy and uncluttered at all times.

It is important for the individual concerned to understand Centre processes and how each department works and training and instructions will be made available.

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Person Specification

Working experience in similar roles

Proficient with Microsoft Office Suite

Professional appearance

Multi-tasker with a flexible and adaptable approach to the role

Able to prioritise tasks quickly and effectively

Solid communication skills both written and verbal

Ability to be resourceful and proactive in dealing with issues that may arise

Reliable and self-motivated

What can we offer you?

The challenge of making a real difference as part of an enthusiastic team working for a Charity with over 40 years of experience in this field.

To apply please download and complete the online application form on www.thebrightwell.org.uk/work-for-us and send it via email to doro.pasantes@thebrightwell.org.uk

If you have any questions please contact: Doro Pasantes – CEO
Tel: (01454) 201 686 / e-mail: doro.pasantes@thebrightwell.org.uk

Post closure dates will be confirmed on the website. Interviews will take place at the earliest convenience and on a rolling basis until the right candidate has been found.

The Brightwell is a Partnership of the following organisations that support people with neurological conditions:

The West of England MS Therapy Centre Limited - Charity No 80115 Company No 02312916

The BrightwNeurological Support Centre Limited - Charity No 1109459 Company No 05374632

The Bristol Therapy Centre Ltd - Company No 08193674

Joint Registered Offices at Bradbury House, Wheatfield Drive, Bradley Stoke, Bristol BS32 9DB