

## **JOB DESCRIPTION**

**Title:** Helen Rollason Cancer Support Centre Receptionist/Administrator.

**Reporting to:** Centres Co-ordinator.

### **Purpose of role:**

To welcome HRCC clients into the Cancer Support Centre and, working with the Centres Co-ordinator and volunteers, make people aware of our services.

### **Key responsibilities:**

#### **Systems and procedures**

- To ensure that the Centre is run in accordance with the Helen Rollason Cancer Support Centres Policy & Procedures Manual.

#### **Administration**

- Making and rearranging client appointments.
- Keeping client records up to date, as well as taking new client information.
- Maintaining an efficient and organised filing system.
- Reporting any requirements of centre supplies and maintaining sufficient levels of stock, to Centres Co-ordinator.
- Overseeing the laundry and cleaning of the centre as required.
- Handling donations, banking monies and sending relevant paperwork to the Finance Team.

#### **Clients**

- Meeting and greeting clients to the Centre.
- To ensure that clients are satisfied with the service they are given.
- To ensure any complaints are reported to the Centres Co-ordinator.

#### **Staff, volunteers and students**

- Working with the Centres Co-ordinator to arrange holiday cover for staff and volunteers.
- To ensure therapists are aware of appointments and any cancellations.

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## **Networking/fundraising**

- Raising the awareness of the charity amongst clients, supporters and other potential supporters of the charity wherever the opportunity arises and subject to client well being.

## **Technical skills**

- Excellent verbal and written communication.
- Good IT skills, including Outlook, Word, Excel and internet. Experience of a bespoke booking system/CRM would be advantageous.

## **Personal skills**

- Demonstrate an ability to engender a warm and welcoming atmosphere in the Centre at all times.
- Experience of working in a caring/pastoral environment would be advantageous.
- Excellent communication and telephone manner.
- Positive and enthusiastic approach to teamwork.
- Professional, adaptable and flexible.
- Reliable, well organised, good time management skills, ability to pay attention to detail
- Good listener and sensitive to the individual needs of clients.
- Demonstrate a dedicated commitment to the charity and to the needs of our clients.

## **Experience/Qualifications**

- Educated to GCSE/O Level standard or equivalent.