

Beds and Northants MS Therapy Centre

Role title	Receptionist
Reports to	Administrative Assistant

OVERALL PURPOSE OF THE ROLE

The effective provision of a welcoming client reception service to Beds and Northants MS Therapy Centre.

To represent the centre in a professional manner

To work with volunteers and support in the training of any new volunteers

JOB DESCRIPTION - RESPONSIBILITIES, TASKS, DUTIES

Key Abilities	<ul style="list-style-type: none"> • Ability to work responsibly, independently and to use own initiative. • To be computer literate and able to use databases. • To have a clear and confident telephone manner. • To be confident in handling money. • To be flexible.
Key Responsibilities Other specific responsibilities	<ul style="list-style-type: none"> • To welcome members and other visitors in person or on the telephone. • In conjunction with the Administrative Assistant, allocate tasks to the volunteers. • To answer the phone and pass on messages to other MSTC staff. • To be the first point of contact for the Centre Manager. • Check the appointments system, Northwood. Follow up on appointments if required. • Handling of petty cash – monthly balances. • To be able to co-ordinate new appointments. • To take responsibility for the Accident book and ensure it is completed accurately. • Deal with the post and incoming deliveries, opening post and distribution of post. • Transport co-ordinator and taking fares • Co-ordinate the “book people” with regards to collections. • Welcome, co-ordinate and process newcomer’s paperwork and ensure data is input on Northwood. • Looking after the therapy donations/gift aid forms – encouraging participation.
General	<ul style="list-style-type: none"> • To provide general administrative support to the site. • Help with sale of shop goods and take money. • To assist with the purchasing of stationary and other goods. • Help keep the centre tidy and organised, ie ensuring any donations of goods are placed in the correct places. • To promote MS Therapy Centre by handing out leaflets and promoting fundraising events.
Education and Qualifications	<ul style="list-style-type: none"> • There are no formal education requirements for this role. • Further development will include: • Attend and contribute to team meetings and supervision sessions. • Actively participate in training activities within the centre.

	<ul style="list-style-type: none">• To undertake first aid training.• Apply for and attend appropriate training course to further your knowledge and skills.
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This list is by no means exhaustive. You may be requested to carry out duties requested by the Centre manager and adapting your work to changing needs.

July 2018