



**Re : Receptionist - Shrewsbury Hospice**

Thank you for your request for further information for the above mentioned post. I now have pleasure in enclosing an application pack containing the following :

- 1. Information to Candidates**
- 2. Equal Opportunities Monitoring Form**
- 3. Job Description**
- 4. Person Specification**

As you will be aware, this post will be offered subject to an Enhanced Disclosure provided by the Criminal Records Bureau.

Having read the enclosed information, your completed application form should be returned to me at the address above, to arrive no later than **8<sup>th</sup> March 2010**.

Although we would very much like to acknowledge receipt of individual applications, as a charity we are aware of the extra charges such a letter could cost us. If you have not, therefore, received a letter within four weeks of the closing date of the advertisement, inviting you to an interview, then I regret that on this occasion your application has not been successful.

Thank you for the interest you have shown in this post.

Yours sincerely

**Gaynor Taylor**  
**HR Advisor**  
Encs.

## Severn Hospice

### Receptionist - Shrewsbury Hospice

#### INFORMATION TO CANDIDATES - SUMMARY OF MAIN TERMS AND CONDITIONS OF EMPLOYMENT

The following information is intended as a useful guide to applicants considering joining the Hospice. Full details are supplied with an offer of appointment.

#### 1. MEDICAL

As part of the Hospice's selection procedure for employment, we ask all prospective employees to complete a pre-employment medical questionnaire. The purpose is to fulfil our responsibilities under the Health and Safety at Work Act 1974 and to ensure that the proposed employment does not present any particular risks from a medical point of view.

No formal offer of appointment will be made until the Hospice, through its Occupational Health Service Provider, is satisfied about your medical fitness to undertake the job. Further details about this will be sent to any prospective employee following interview.

#### 2. REFERENCES

No formal offer of employment will be made until we have received satisfactory references.

#### 3. DISCLOSURE

Please note that, because of the sensitive nature of the duties the postholder will be expected to undertake, you are required to disclose details of any criminal record, and any offer of employment will be subject to an Enhanced Disclosure provided by the Criminal Records Bureau (CRB)

#### 4. PROBATIONARY PERIOD

Your appointment will initially be for a probationary period of up to 3 months during which time your progress will be regularly assessed. Your line manager will work closely with you in order to help and support you as necessary throughout your probationary period. The Hospice reserves the right to extend the probationary period for any reason should this be deemed necessary eg. to provide additional training.

Your appointment will be confirmed in writing following the satisfactory completion of your probationary period. Your employment may be terminated at any time during the probationary period with appropriate notice. However, prior to this decision being made, every effort will be made to ensure that you reach the required standards.

#### 5. SALARY

The hourly rate for this post is **£6.71 - £8.29** depending on experience. This is linked to Pay Band 2 under the Agenda for Change arrangements. Salaries are paid monthly by credit transfer to a bank or building society account.

#### 6. HOURS OF WORK

You will be contracted to work 25 hours per week. Your hours will rotate as follows :

Week 1 8.30am – 1.30pm

Week 2 1.00pm – 6.00pm

You will also be expected to cover the other part time receptionist's holidays

#### 7. HOLIDAY

You will be entitled to 27 days holiday per annum (rising to 29 days after five years continuous service and 33 days after ten years continuous service). The holiday year runs from 1 January to 31 December.

#### 8. NOTICE

During your probationary service the period of notice to terminate your employment is one week by either party.

**For further information regarding Severn Hospice, our website address is : [www.severnhospice.org.uk](http://www.severnhospice.org.uk)**

## Severn Hospice

### Equal Opportunities Policy Statement

**Severn Hospice (the Hospice) is committed to the equal treatment of all employees and job applicants and requires all staff, whatever their grade or authority, to abide by this general principle. The Hospice is committed to all employees being able to achieve their full potential in an environment characterised by dignity and mutual respect.**

No individual shall be treated less favourably than another on grounds of gender, colour, creed, marital status, race, nationality, ethnic or national origin, sexual orientation, disability, social background, trade union membership, criminal record, carer responsibilities or employment status. The policy of equality of opportunity extends to all services we provide.

Severn Hospice aims to promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a diverse range of candidates including those with criminal records. We comply fully with the CRB Code of Practice and undertake to treat all applicants fairly. We undertake not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed. Candidates are selected for interview based on their skills, qualifications and experience.

A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application packs will contain a statement that a Disclosure will be requested in the event of the individual being offered the post.

Details of criminal records must be sent under separate, confidential cover with your application form. We guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

All those involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. At interview, an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position.

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Having an "unspent" conviction will not necessarily bar you from employment. This will depend on the nature of the position and the circumstances and background of your offences. However, any "unspent" convictions, which are not declared and subsequently revealed, may result in dismissal.

Under the Rehabilitation of Offenders Act 1974, a conviction will become "spent" (i.e. treated as if it had not occurred) where the individual has not, after a specified period of time, committed another serious offence.

Rehabilitation periods vary depending on the type and length of conviction originally incurred.

Severn Hospice has a legal obligation to protect vulnerable client groups from people who have committed serious offences, and as such meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment in a post that falls into this category will be subject to a criminal record check from the Criminal Records Bureau, before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions, including "spent" convictions and where the post is subject to Enhanced Disclosure, other relevant non-conviction information, such as police enquiries and pending prosecutions will be included.

Severn Hospice is committed to compliance with the Criminal Records Bureau Code of Practice for Registered Persons and other recipients of Disclosure information.

*A copy of the CRB Code of Practice and the Hospice's Equal Opportunities Policy are available upon request.*

**Severn Hospice**

**EQUAL OPPORTUNITIES APPLICANT MONITORING FORM**

To help us ensure the effectiveness of our Equal Opportunities Policy please complete this form, seal it in the enclosed envelope, and return it with your application form. This will ensure that the appointing officer responsible for shortlisting or interviewing does not see the monitoring form before an appointment is made.

Post applied for .....

Full name of applicant .....

Gender  Male  Female

Date of birth ..... (age ..... )

**Ethnic Group**

There is no absolute way to determine any person's ethnic group and it is for the individual themselves to choose the classification with which they identify. The list below complies with the classifications used in the 2001 Popular Census. (Please tick one box only.)

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background

Mixed

- White & Black Caribbean
- White & Black African
- White & Asian
- Any other mixed background

Black or Black British

- Caribbean
- African
- Any other Black background

Other Ethnic Groups

- Chinese
- Any other ethnic group

White

- British / Mixed British
- Irish
- Any other White background

Do you consider yourself to have a disability?  Yes  No

Are you disabled within the meaning of the Disability Discrimination Act 1995?

Yes  No

**Data Protection Act**

I agree that the information given on this form may be processed by the Hospice in accordance with the Data Protection Act, in particular, for the purposes of the equal opportunities monitoring. I agree to the storage of this information on manual and computerised files.

Signature ..... Date .....

*(Please tick appropriate box)*

Thank you for completing this form



# Severn Hospice

## Job Description

<b>Job Title</b>	Receptionist
<b>Department</b>	Chief Executive - Administration
<b>Reporting to</b>	Administrator
<b>Grade</b>	Linked to Agenda for Change Band 2
<b>Hours of Duty</b>	Job share - 25 hrs/week each Shifts: 8.30am to 1.30pm; and 1.00 pm to 6.00 pm Monday to Friday Morning and afternoon shifts alternated week to week

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### Main Purpose of Job

To carry out reception, switchboard and general clerical duties in a professional, efficient, welcoming and sensitive manner. To impart a good first impression of the Hospice to visitors.

### Duties and Responsibilities

- 1 Answering the switchboard in a prompt and friendly manner; dealing with calls professionally; taking accurate messages and making sure they are passed on promptly, either by email or paper; logging messages in message books when appropriate.
- 2 Welcoming visitors to the Hospice, maintaining the visitors' log book and issuing security badges where appropriate. If necessary, escorting visitors to their destination in the Hospice.
- 3 Working alongside the volunteer receptionists.
- 4 Ensuring the reception area is kept tidy and welcoming for visitors, e.g. removing dirty crockery; keeping magazines and other literature neat and up to date; etc.
- 5 Ensuring weekly staff movement sheets are up to date; keeping reception diary.
- 6 Sorting and distributing the incoming post; franking the outgoing post; liaising with Admin regarding franking machine supplies and funds; overseeing stock of postage stamps.
- 7 Distributing incoming faxes and ensuring the fax machine is always in working order.

- 8 Undertaking general clerical tasks for the Admin office e.g. invoice filing; typing memos, notices and correspondence; updating internal telephone directories and standard forms, maintaining stocks of blank forms; balancing cash tins.
- 9 Acting as ordering and payment point for staff meals; handling relatives' meal orders if required.
- 10 Receiving donations following the agreed procedure.
- 11 Receiving incoming goods if appropriate and advising Stewards or relevant department of their receipt.
- 12 Following the weekly fire alarm test procedures in conjunction with the Stewards.
- 13 As directed by the Admin Office, carrying out general clerical duties for any other Hospice departments as requested and if workloads permit, e.g. preparing mailing shots, general typing etc.
- 14 Providing cover for the other job share Receptionist in the event of sickness or holiday absence. This will involve working full time (37½ hours a week) for the duration.

### ***Health & Safety Policy***

In accordance with the Hospice's Health & Safety Policy all employed persons while at work are required by Section 7 of the Health & Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

### ***Appraisal***

The post holder will participate in the Hospice's appraisal process.

This job description is intended as a guide to the range of duties covered and should not be regarded as inflexible. There is a mutual obligation to modify the Job Description when changes in the work situation occur.

## Severn Hospice - Person Specification

### Receptionist

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications / Training</b>	Telephone / switchboard trained. General education; good level of literacy and numeracy.	
<b>Experience</b>	Previous reception / switchboard experience. Dealing with the public. Problem solving.	Previous work in healthcare or other sensitive environment.
<b>Skills &amp; Knowledge</b>	Computer literate – Word, email.	Excel spreadsheets.
<b>Aptitudes &amp; Attributes Required</b>	High degree of sensitivity towards patients, their relatives and other visitors. Good interpersonal & communication skills. Good team worker. Good organisational skills. Calm and level headed approach. Sympathy with the aims and work of the hospice.	Sense of humour.