



## **Registration and Equipment Officer / Receptionist**

### **JOB DESCRIPTION:**

**Job Title:** Registration and Equipment Officer / Receptionist

**Location:** The Bradbury Centre,  
Youens Way, Liverpool L14 2EP or any other site as agreed with Bradbury Fields

**Hours:** 21 Hours per Week (9:30 – 17:00, Wed, Thu and Fri)

**Salary:** £13,759 per annum

**Duration:** Permanent

**Holidays:** 25 days per annum pro - rata

**Responsible to:** Rehabilitation Services Manager

### **Equality and Diversity Statement:**

Bradbury Fields is an equal opportunities organisation. It is committed to promoting equal opportunities and preventing discrimination. This applies both to service delivery and to its own employment practices. You will be willing and able to demonstrate commitment to Bradbury Fields' Equality and Diversity Policy.

### **Main Purpose of Job:**

To cover Reception at The Bradbury Centre and provide clerical support to the Liverpool Rehabilitation Team and Bradbury Fields staff.

#### Main Responsibilities:

- To competently deal with customer enquiries, either by phone or in person, redirecting where appropriate to relevant services based within The Bradbury Centre.
- To use a variety of internal IT systems to access, maintain and upload documents for service user records.
- To ensure service users' personal files are maintained in an accurate and secure manner.
- Maintaining and monitoring existing filing systems, signing-in documentation, blue badges, taxis, British Wireless for the Blind, issuing keys, maintaining first aid boxes and accident book.
- Maintain the diary for room bookings and liaise with finance department for any necessary special requests and invoicing of room hire.
- Complete referrals from outside agencies and individuals for access to Bradbury Fields' services.
- To assist in the processing of incoming registration documents (CVI's) and create registration cards for newly registered service users.
- General clerical duties including thank you letters, mail merge, photocopying, laminating information and word processing, post collection and distribution, ordering stationery.
- To be responsible for ordering of equipment and maintaining appropriate levels of equipment in stock for issue by the Rehabilitation Team.
- The post holder may be required to undertake other related duties not specifically mentioned above. Any changes to this role specification will be made in consultation with the post holder.

#### PERSON SPECIFICATION:

The successful candidate will join our well-established Liverpool team providing services for visually impaired service users in Liverpool.

#### Essential:

- Minimum of 5 GCSE's including English Language
- A working knowledge of Microsoft Access and Excel software.
- Excellent communication skills both verbal and written.
- A flexible, positive working attitude.
- A good understanding of and commitment towards equal opportunities.
- The ability to plan and prioritise workload, adhering to deadlines, using own initiative.
- The ability to work as a member of a team.

### **You must also:**

- Display a mature personality with excellent inter-personal skills tact and diplomacy, flexibility, patience and a sense of humour.
- Ability to show empathy for others and their individual needs.
- Ability to use initiative and good judgement.
- Ability to use assertiveness as a component of non-aggressive communication.
- Have an understanding of, and respect for the user's right to privacy and confidentiality at all times (both during and outside of working hours).
- Ability to take responsibility in an emergency.
- To attend relevant training, staff supervision and staff development reviews.

### Desirable:

- NVQ in Business Administration Level 2 or similar
- Experience of work within the voluntary sector and or social services.

### Confidentiality:

Working within this service, you may gain knowledge of confidential matters which may include personal and medical information about clients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed without prior authority. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

### Health and Safety:

In accordance with the Health and Safety at Work Act 1974 and other supplementary legislation, you are required to take reasonable care to avoid injury during the course of work and co-operate with Bradbury Fields, in meeting statutory regulations. You are also required:-

- To attend statutory training as required to fulfil your duties.
- To comply with safety instructions and Bradbury Fields' policies and procedures.
- To use in a proper safe manner the equipment and facilities provided.

- To refrain from willful misuse of, or interference with, anything provided in the interest of health and safety and any action, which might endanger yourself and others.
- To report as soon as practical any hazards and defects to your senior manager.
- To report as soon as practical accidents and untoward incidents and to ensure that accident forms are completed.
- To follow Liverpool Safeguarding Adults protocols.

Agency Policies:

All employees are required to implement and follow Bradbury Fields' policies and procedures and to undergo any training associated with them.

**Probationary Period:**

All appointments are subject to a six-month probationary period.