**Part-Time Receptionist**

Applications are invited for an enthusiastic and experienced individual to join the Welsh Wound Innovation Initiative Ltd (WWII) at the Welsh Wound Innovation Centre (WWIC) in Llantrisant.

WWIC is the first national wound healing centre world-wide and is the flagship facility for clinical innovation in Wales. The WWIC vision is to transform the management and delivery of better wound healing care (prevention and treatment), education and training via a coordinated and facilitated network approach.

The post is temporary, for one year, to cover maternity leave.

The Receptionist is the first point of call for visitors, patients and staff. As the ‘face’ of the Centre the receptionist should be welcoming, personable, helpful and able to represent the Company in a professional and friendly manner. In addition, it is essential that the person for this role is organised, able to multitask and work flexibly. The Receptionist is also required to assist with various administrative tasks, requiring a good level of IT skills.

**Responsibilities**

* Greet and welcome guests as soon as they arrive at the centre
* Signing in and out of visitors
* Ensure an effective and efficient reception service is provided to visitors and patients
* Direct visitors to the appropriate person and office
* Answer, screen and forward incoming phone calls
* Manage room bookings including catering requirements, attendees and required resources
* Ensure reception area is tidy and presentable at all times
* Provide basic and accurate information in-person and via phone/email
* Receive, sort and distribute daily mail/deliveries
* Maintain office security by following safety procedures and controlling access via the reception desk
* Update e-calendars, diaries and schedule meetings, including booking rooms and catering, if required
* Perform other clerical receptionist duties such as filing, photocopying and audio-transcription.

**Requirements**

* Proven work experience as a Receptionist, Front Office Representative or similar role
* Proficiency in Microsoft Office suite of programmes
* Professional attitude and appearance
* Solid written and verbal communication skills
* Ability to be resourceful and proactive when issues arise
* Excellent organisational skills
* Multitasking and time-management skills, with the ability to prioritise tasks
* Customer service attitude
* Flexible working.

This job description is not an exhaustive list of duties and the post holder will be required to undertake any other reasonable duties as discussed by the Line Manager.

**Person Specification**

|  |  |
| --- | --- |
| **Essential** | **Desirable** |
| **Knowledge** |  |
| Knowledge and awareness of current customer service principles and practice. |  |
| **Qualifications and Skills** |  |
| A good level of computer skills. Familiarity with Microsoft applications, including Word Excel, Outlook and have internet skills. | ECDL or equivalent level of IT skills. |
| Excellent organisational skills and ability to prioritise workload. |  |
| Excellent interpersonal and communication skills, in person, telephone and written. |  |
| Ability to work independently and as part of a team. |  |
| Excellent Customer Service Skills, with the ability to use discretion, patients, tact and respect for confidentiality. |  |
| **Experience** |  |
| Of working in a busy environment. | Of working on a busy reception. |
| Of multitasking and working flexibly. |  |
| Of team working |  |
| Experience of working with wide range of people. | Experience of working with patients. |
| Demonstrable experience of working with systems and procedures. |  |
| **Attributes** |  |
| A love of working with people. |  |
| Willingness to develop self and skills. |  |
| Willingness to work collaboratively and as part of a team. |  |
| Ability to use initiative and be self motivating. |  |