

PROFESSIONAL and OTHER QUALIFICATIONS or MEMBERSHIPS

Please give details and dates attained. Include vocational or professional training where no formal qualification has been attained. Proof may be requested if appointed.

PRESENT (OR MOST RECENT) EMPLOYMENT

Employer: Job Title:
Employer's Address: Department:
Present Salary / Wage:
Other benefits:
Date employed - from
- to (if applicable)

Reason for leaving, or seeking to leave your current (or most recent) post:

Brief description of current duties and responsibilities, including recent achievements:

PREVIOUS APPOINTMENTS

Please put most recent appointments first/Please give reasons for any gaps in employment

Employer and Location	Job Title	Dates from / to	Final salary	Reason for leaving

Employer and Location	Job Title	Dates from / to	Final salary	Reason for leaving

WHY ARE YOU APPLYING FOR THIS POST?

Please explain how your experience, knowledge and skills match those required by the Woodlands' job description and person specification (Continue on a separate sheet if necessary).

Empty response area for the applicant to provide details on their experience, knowledge, and skills matching the job requirements.

Why is the job of interest to you?

MISCELLANEOUS

Do you own a car?

Yes [] No []

Do you hold a clean / valid driving licence?

Yes [] No []

If no, please give details:

Please give details of special achievements, voluntary / community work and any other activities:

REFERENCES

Please name two people, not relatives, whom we may contact, one of which should be your present / last employer:

Name:

Name:

Address:

Address:

Post Code:

Post Code:

Telephone no.

Telephone no.

Occupation:

Occupation:

email address:

email address:

If you do not wish this referee to be contacted prior to interview, please tick here: []

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STATEMENT and DECLARATIONS

The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account.

Do you have any convictions or cautions (excluding youth cautions, reprimands or warnings) that are not 'protected' as defined by the Ministry of Justice?

Yes [] No []

If you do have any convictions or cautions; you must check the filtering rules to determine if you should declare them or if they are now 'protected' and no longer require disclosure.

If Yes, please give details

Failure to disclose any previous convictions or cautions that are not protected could result in dismissal should it be subsequently discovered.

Successful applicants are subject to checks from the Disclosure and Barring Service.

PERMISSION TO WORK IN THE UK

Employers need to know if it is legal for you to work in the UK. You will need to show proof of your right to work.

Do you need permission to work in the UK? Yes [] No []

Are there any restrictions to your residence in the UK that may affect your right to work? Yes [] No []

Please note original identification documents verifying your right to work in the UK will be requested, checked and a photocopy will be taken. If your application is successful and you commence employment, the copy of your identification documents will be retained on file under regulations governed by the Immigration, Asylum and Nationality Act. We are unable to employ anyone who does not have the legal right to work in the UK

NOTICE PERIOD

What period of notice do you have to give your present employer?

What is the earliest date you could commence post?

CONSENT and CONFIRMATION

The information collected on this form will be used in compliance with the Data Protection Act 2018. and is being collected for the purpose of administering the employment and training of employees.

I consent to Woodlands Quaker Home recording and processing the information detailed in this application form. I understand that this information may be used by Woodlands Quaker Home in pursuance of its business purposes and my consent is conditional upon Woodlands Quaker Home complying with their obligations under the Data Protection Act 2018.

Application forms of unsuccessful candidates will be securely destroyed after six months following an appointment to the job.

I hereby certify that all the information given on this form is correct and that all questions related to me have been accurately and fully answered and that I am in possession of the qualifications/certificates I claim to hold. I understand that should the information given in this application be incorrect it may result in my application being rejected, or if selected for the position dismissal.

Applicant's Signature

Date



Equal Opportunities Monitoring Form – CONFIDENTIAL

To ensure our equal opportunities policy is effective we need to monitor people applying for and starting jobs with Woodlands Quaker Home. The Information on this form is treated confidentially and is used for monitoring purposes only, it is not made available to the interview panel. This is to ensure that only your abilities, experience, training and qualifications are considered.

The information you provide will allow us to implement measures to address any under-represented groups within our workforce.

Gender

Male () Female () Other (Please specify) ()
I would prefer not to answer ()

Gender Reassignment – If you have undergone or intend to undergo gender reassignment, are you:

Transexual with acquired gender of male ()
Transexual with acquired gender of female ()
Not applicable ()
I would prefer not to answer ()

Your age group

Under 18 ()
18-29 ()
30-39 ()
40-49 ()
50-59 ()
60-64 ()
65-69 ()
70+ ()
I would prefer not to answer ()

Ethnicity

White – English ()
White – Irish ()
White – Scottish ()
White – Welsh ()
Gypsy or Irish traveller ()
White – Other ()
Mixed – White and Black Caribbean ()
Mixed – White and Black African ()
Mixed – Other ()
Asian/Asian British – Indian ()
Asian/Asian British – Pakistani ()
Asian/Asian British – Bangladeshi ()
Asian/Asian British – Chinese ()
Asian/Asian British – Other ()
Black/Black British – African ()
Black/Black British – Caribbean ()
Black/Black British – Other ()
Arab ()
Other ()
I would prefer not to answer ()

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Religion or Belief

No religion	()
Buddist	()
Christian (All Denominations)	()
Hindu	()
Jewish	()
Muslim	()
Sikh	()
Any other religion/belief	()
I would prefer not to answer	()

Sexual Orientation

Are you:

Heterosexual	()
Bisexual	()
Gay/Lesbian	()
Other	()
I would prefer not to answer	()

Disability

Do you consider yourself to have a disability?

Yes	()
No	()
I would prefer not to answer	()



Job Description

Job Title: Receptionist

Responsible to: Senior Administrator/ Finance Manager

Purpose of Position:

To be the first point of contact for visitors and telephone callers, giving a welcoming, friendly and professional first impression on behalf of the organisation.

To assist with the day-to-day running of the offices for the organisation

To share with other staff in meeting the individual care needs of residents in a way that respects dignity, privacy and choice of the individual and promotes independence whilst ensuring safeguarding procedures are followed in order to protect residents from potential harm and abuse.

To contribute to the general care of the Home's physical environment and its day to day running.

Promote resident participation in all aspects of life in the home.

To ensure your work is performed efficiently and to a high standard in accordance with policies, procedures and good practice.

To support the Senior Administrator in their duties

To help and maintain in the Home a relaxed and friendly atmosphere based on Quaker values of concern, and respect for other people.

The receptionist must at all times act as an Ambassador for the Woodlands, and protect and enhance its reputation with colleagues, stakeholders and the local community.

Principal Responsibilities:

1. Answer Incoming telephone calls and transfer the call to the appropriate office/person ensuring all messages are taken accurately and passed on in a timely manner.
2. Identify visitors to the home through CCTV and the intercom system before granting them access.
3. Greet visitors to the home and assist them with the digital visitor management system where necessary and ensure that the system is working correctly.
4. Offer visitors assistance as required and ensure that they comply with infection prevention guidelines.

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5. To receive and sign for packages and deliveries.
6. Communicate with and assist where necessary residents, tenants and colleagues.
7. Undertake day-to-day office duties i.e. distribution of incoming post and taking outgoing post to the post office, photocopying, shredding, filing and archiving records.
8. Support the Senior Administrator by sending emails, creating documents and inputting data on to the care management system.
9. Assist the Care Office with the daily diary and liaise with medical professionals as and when required.
10. Assist with stationery and cleaning stock control, ensuring the required stock levels are maintained.
11. Assist where necessary with weekly employee timesheet calculations
12. To assist with the management of the human resources database ensuring training, supervisions, absence management records etc. are kept up-to-date.
13. Provide support for the recruitment, selection and appointment of staff in accordance with Woodlands policy and procedures.
14. Support the Senior Administrator to ensure new staff are fully inducted and have undertaken mandatory training.
15. Support the Senior Administrator to ensure all existing staff are up to date with mandatory training whilst ensuring a rolling programme of training is implemented to meet the occupational needs of staff.
16. To assist with the inputting of Accounts and Payroll data as and when required.
17. To assist the Senior Management team in ensuring all relevant policies and procedures are kept up-to-date.
18. Assist with the petty cash function and resident's cash handling.
19. To assist the Care office to ensure all staff rotas are completed timely.
20. To assist with social, marketing and fundraising events for the woodlands.
21. To attend training sessions relevant to your role.
22. Undergo Fire Training and assist others in the event of a fire.



23. Attend staff meetings, supervisions and appraisals.

24. To comply with all policies, procedures and protocols including infection prevention and control at all times.

General:

In order to ensure we have an effective and efficient administration office it is important that you make use of Information Technology where appropriate.

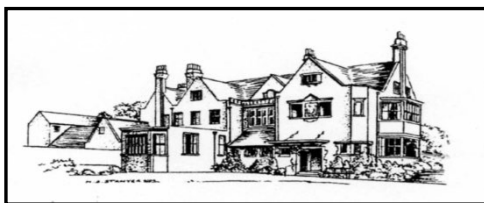
The duties listed above are intended to represent the range of duties that you may reasonably be expected to undertake. It is not seen as an exhaustive list and demands from you, flexibility and adaptability in your approach to the job. The Job Description is subject to review and may be amended according to the needs and development of the Home and Paddock.



Receptionist
Job Specification

	<u>Essential</u>	<u>Desirable</u>
Qualifications	<p>Good standard of education 5 GCSE's or equivalent.</p> <p>Grade C or above in Maths and English</p>	<p>NVQ 2 or equivalent in Administration</p> <p>NVQ 2 or equivalent in Customer Service</p>
Skills & Experience	<p>Excellent IT skills with experience of Microsoft Office packages</p> <p>Experience in handling confidential information and a good understanding of data protection regulations.</p>	<p>Previous experience as a receptionist</p> <p>Experience in working for a charity/voluntary organisation</p> <p>Experience in Sage HR, Sage Accounts and Sage Payroll</p> <p>Experience of stock control</p> <p>Experience in a similar health & social care environment.</p> <p>Experience of cash handling and recording</p>
Attitude and Temperament	<p>Excellent interpersonal and communication skills (both written & oral) with the ability to liaise with individuals at all levels within the organisation.</p> <p>A patient and sympathetic manner</p> <p>Excellent customer service & Team working skills</p> <p>Awareness of equal opportunity and diversity issues</p>	
Motivation & Personal Organisation	<p>Ability to organise , prioritise and work on your own initiative</p> <p>Excellent personal presentation</p> <p>Flexible and able to adapt to change.</p>	

Information For Applicants



Quaker Values at the Woodlands

We ask all our staff to work towards establishing and maintaining in the home a relaxed and warm atmosphere based on Quaker values.

For Quakers all people are equal and we try to recognise the good within each other. We respect each person regardless of age, religion or belief, race, marital status, parental status, gender, gender reassignment, sexual orientation or disability. We value truth and honesty and we have peaceful, non-violent ways of dealing with each other to resolve our differences and disagreements. All are deserving of being treated equally and with loving kindness and we believe that human dignity is paramount in making the Woodlands a place of safety in which to live and work. We respect our residents' privacy and confidentiality as each of them would wish. In upholding these values, everyone contributes to the creation of a loving, caring community in which to live and work.

Equality & Diversity at the Woodlands

The Woodlands Management Committee wishes it to be known that it is an equal opportunities organisation both as an employer and as a service provider. The Woodlands, in giving full consideration to the requirement and to comply with the Equality Act 2010 is committed to avoid any form of direct or indirect discrimination in its employment of staff and the management of policies and procedures.

The purpose of this policy is to ensure that no employee or person applying for a job, will be treated less favourably than any other person or group because of their age, gender, gender reassignment, race, nationality, ethnicity, religious beliefs, disability, sexual orientation, marital status, parental status, trade union or political activities, responsibility for dependants, or is disadvantaged by any conditions or requirements which cannot be shown to be justified.

The principal of recruitment and selection will ensure that persons are selected, promoted and treated on the basis of merit and ability.

In the provision of care and housing services to provide these services, The Woodlands will seek to ensure equal opportunity and treatment of all persons, and that requests for any service are treated equally.

The Woodlands Management Committee in nominating members to serve on the committee will be mindful of its commitment to equal opportunity.

The committee members, management and employees are committed to ensuring that the Equal Opportunity Policy is fully effective, and will, on a regular basis, review its effectiveness.

Statement Of Philosophy & Values For The Woodlands

The Woodlands is a Quaker Home and is non-profit making. The community at the Woodlands seeks to create a welcoming, caring and comfortable home. Everyone is important and has a contribution to make. We believe people moving into residential care should enjoy as many rights, and control as much of their lives, as possible. We consider the only restriction on this are the legal necessary to safeguard the level of care the resident needs, or those necessary to promote the safety of all of the community.

AIMS

- 1) All residents should have the same rights and liberties as any citizen in controlling their daily life and personal affairs.
- 2) All residents should be treated as individuals. We recognise the need for residents to be independent as well to maintain dignity and privacy.
- 3) All residents should be encouraged to live a full life in respect of their own cultural, physical, emotional, social, intellectual, spiritual and sexual needs.
- 4) All residents should have the opportunity to maintain and improve their social; and personal skills.

OBJECTIVES

- 1) To acknowledge the right of individual residents, by giving choice in the way they live, avoiding unnecessary rules and keeping routine to a minimum.
- 2) To respect the privacy of residents by providing comfortable rooms where they can be alone when they wish, and where they can also entertain their guests.
- 3) To encourage residents to maintain their independence, and to encourage links with family, friends and the wider community.
- 4) To offer fulfilment to residents, by encouraging interests, activities and endeavour to provide care which is supportive and responsive.